

Nikole Hoffman, MPH

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Remote Location: Grand Rapids, MI

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Education

- 2023 MPH Grand Valley State University, Grand Rapids, MI**
School of Interdisciplinary Health, College of Health Professions
Specialization: Epidemiology
- 2011 BS Grand Valley State University, Allendale, MI**
Major in Exercise Science, Health Fitness Instruction

Professional Experience

Research Associate, Gretchen Swanson Center for Nutrition (GSCN)

Omaha, NE | March 2024 - Present

- Support the implementation of research and evaluation projects by conducting literature reviews, developing measurement tools, collecting and analyzing data, and supporting the development of project deliverables

Tuberculosis Control Program Intern, Michigan Department of Health and Human Services

Lansing, MI | August 2022 - December 2022

- Organized data and facilitated data entry for active tuberculosis cases in Michigan from 2021 and 2022
- Participated in regular meetings with tuberculosis stakeholders at MDHHS
- Engaged in quarterly tuberculosis cohort reviews alongside local health department teams across Michigan
- Proficiently operated the Michigan Disease Surveillance System for accurate case data review
- Analyzed and optimized 2021 statewide Michigan case data in Excel for all 83 counties, enabling exploration of demographic-treatment correlations and barriers to treatment
- Devised an interview toolkit for MDHHS tuberculosis personnel, aiding discussions with major local health departments about challenges in evaluating and recording cases for newly arrived immigrants and refugees

Patient Accounts Representative, Pine Rest Christian Mental Health Services

Grand Rapids, MI | August 2019 - April 2022

- Processed 50-100 daily credit card and bank payments through Epic
- Communicated charges to patients via Explanation of Benefits (EOB)
- Assisted patients in understanding financial assistance applications
- Managed 25-30 financial assistance applications weekly, ensuring completeness
- Resolved patient inquiries and escalated concerns as needed
- Managed 20 MyChart Inbasket messages daily and insurance payment data in spreadsheets
- Coordinated large payment files with insurance payors and weekly collections submissions

Professional Experience (Continued)

Education Program Facilitator, North Carolina Department of Revenue
Raleigh, NC | June 2017-May 2018

- Administered education databases for assessor and appraiser certification hours and class creation
- Updated division website via Drupal and managed submitted changes
- Utilized ServiceNow and JIRA for department work requests
- Distributed certifications to assessors and appraisers statewide
- Organized Education Program files and records
- Negotiated venue contracts, organized class logistics, and distributed information for classes and conferences throughout North Carolina
- Managed multi-line phone communication from individuals from all 100 counties in North Carolina

Assistant Pre-Kindergarten Teacher, All-Starz Children's Academy
Cary, NC | May 2016-June 2017

- Supported classroom management and organization
- Aided in the setup of crafts and academic activities
- Communicated any significant issues with parents or school leadership

Support Specialist, Michaels
Wake Forest, NC | June 2015 – May 2016

- Created, updated, and maintained personnel files
- Oversaw cash office, prepared deposits, balanced drawers
- Updated and posted price changes, scanned and submitted inventory adjustments

Wellness Floor/Fitness Desk Attendant, A.E. Finley YMCA
Raleigh, NC | October 2014 – June 2015

- Provided excellent customer service for individuals on the exercise floor and for those checking in
- Cleaned and organized equipment and dressing rooms

School Age Programs Team Lead, YMCA of the Blue Water Area
Port Huron, MI | August 2012 – January 2014

- Supervised 15-20 elementary age students
 - Developed weekly lesson plans; integrated time for crafts, homework, physical activity; delegated work to assistant; arranged list of weekly sign-ups, deposits, necessary supplies
- Served as Summer Day Camp staff
 - Mediated, taught, and supervised a group of lower elementary students; prepared weekly lesson plans; designed and participated in camp themes, led specialties (yoga, healthy foods, fitness); kept parents and paperwork updated
- Taught as a Warm World Preschool Teacher: worked with children ages two to three and a half

Healthy U Staff, YMCA of Greater Grand Rapids
Grand Rapids, MI | January 2011-May 2012

- Assisted/led physical activity lessons for elementary students
- Completed fitness tests (height, weight, body composition, strength, flexibility, blood pressure) with Healthy U program participants
- Participated in lessons, creation of snacks in community nutrition program (Two Peas in a Pod)

Selected Presentations

1. **Comparing the Health Care Resource Utilization and Medication Adherence of People with Epilepsy and People with Diabetes by Insurance Status.** Grand Valley State University Master of Public Health Project Showcase Day. April 28, 2023.