

Aloma Cassell

Business & Technology Professional

Healthcare • Operations • Analytics

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Summary

Business and technology professional with experience spanning healthcare operations, entrepreneurship, product development, and analytics. Skilled in identifying workflow challenges, translating complex needs into practical solutions, and collaborating across clinical, technical, and business teams. Experienced in designing technology-enabled platforms that improve visibility, organize information, support decision-making, and reduce operational friction. Combines healthcare expertise, systems thinking, and strong communication skills to support implementation, operations, product, and healthcare technology initiatives.

Core Competencies

Business & Operations

Business Analysis • Workflow Optimization • Process Improvement • Project Coordination • Implementation Support • Change Management

Product & Technology

Product Development • Systems Design • AI-Enabled Solution Development • Requirements Translation • User Experience • Digital Solutions

Analytics & Decision Support

Data Interpretation • Operational Reporting • Clinical Decision Support • Excel • SQL • Tableau • Python

Technical Tools

HTML • CSS • JavaScript • VS Code • Netlify • ChatGPT • Claude

Stakeholder Engagement

Cross-Functional Collaboration • Training & Education • Client Communication • Presentation • Relationship Management

Technology & Product Development

Personal Portfolio & AI-Guided Website Experience

Project Lead & Digital Experience Designer | August 2026

Designed and developed a responsive portfolio experience that connects healthcare, operations, analytics, technology, and AI through a unified narrative and user journey.

- Designed the site's information architecture, editorial flow, and responsive experience across desktop, tablet, and mobile.
- Developed six distinct Selected Work experiences with project-specific layouts, navigation patterns, and interaction models.
- Designed Lisa, a contextual AI guide that helps visitors understand the work, find relevant information, and identify appropriate next steps.

- Applied accessibility, responsive design, mobile navigation, form design, and cross-device quality assurance throughout the experience.
- Directed the project from strategy and copy development through visual design, implementation, testing, and final approval using HTML, CSS, JavaScript, Netlify, ChatGPT, and Claude.

Business Operations Platform

Product Developer | April 2026–Present

Designed and developed a configurable business operations platform that centralizes client information, streamlines workflows, automates business documents, and improves operational visibility and decision-making.

- Built workflow modules for sales pipeline management, transaction tracking, financial performance monitoring, and automated document generation.
- Integrated client management, operational reporting, and business analytics within a single system.
- Created a privacy-preserving Portfolio Edition using synthetic data while maintaining the platform's functionality and user experience.
- Applied data governance, testing, and reusable system-design practices to prepare the platform for secure public demonstration.
- Documented the platform's architecture, workflows, and deployment process to support future customization across industries.

Career & Ecosystem Intelligence Platform

Product Developer | May 2026–Present | MVP

Designed and developed a decision-support platform that centralizes opportunities, stakeholder relationships, organizations, geographic territories, and ecosystem intelligence to support strategic planning, opportunity discovery, and relationship management.

- Designed a configurable data model to organize opportunities, organizations, contacts, geographic territories, events, and ecosystem developments.
- Developed workflows that connect information across entities and transform fragmented data into actionable insights.
- Built dashboards and tracking tools to monitor opportunities, networking activity, regional ecosystems, and organizational intelligence.
- Designed the platform as a reusable decision-support system that can be adapted for career planning, business development, healthcare, consulting, and regional initiatives.

Registered Dietitian

ATD Technologies | May 2025–Present

Support clinical operations for critically ill and medically complex patients by analyzing complex information, coordinating across disciplines, and translating clinical needs into timely, practical recommendations.

- Manage a complex caseload across intensive care and behavioral health units by prioritizing assessments, anticipating workload demands, and maintaining continuity of care.
- Integrate laboratory data, medical history, nutrition status, and clinical trends to support evidence-based decision-making and individualized care planning.

- Collaborate with physicians, pharmacists, nurses, speech-language pathologists, case managers, and social workers to coordinate care and align recommendations with clinical workflows.
- Identify nutrition-related risks, operational barriers, and implementation gaps, and recommend timely interventions to support patient outcomes.
- Verify implementation of recommendations through follow-up assessment, ensuring alignment between care plans and bedside practice.
- Deliver education and clinical guidance to nursing staff and interdisciplinary teams while contributing to continuous improvement of nutrition-support practices.

Registered Dietitian

Queens Boulevard Extended Care Facility | Queens, NY | Nov 2023–Apr 2025

Provided nutrition care for long-term care residents while contributing to quality improvement, regulatory readiness, staff development, and interdisciplinary operations.

- Contributed to Quality Assurance and Performance Improvement initiatives by identifying opportunities to improve care processes, documentation, and clinical outcomes.
- Supported regulatory survey preparation through accurate documentation, compliant care plans, and adherence to federal and state standards.
- Collaborated with physicians, nursing, rehabilitation, speech-language pathology, and foodservice teams to coordinate care for residents with complex needs.
- Delivered training to dietary staff on food safety, sanitation, workflow improvement, and regulatory compliance.
- Represented the nutrition department during interdisciplinary meetings in the manager's absence, supporting continuity of communication and operations.
- Designed an interactive hydration education initiative that was later adopted by the activities department for ongoing resident programming.

Dietary Technician

Queen Elizabeth Hospital (QEH) | Bridgetown, Barbados | June 2020–August 2022

Supported hospital-wide nutrition operations while contributing to technology implementation, workflow improvement, staff development, quality assurance, and cross-functional service delivery.

- Supported implementation of the Vision Food Service Management System, including workflow redesign, staff adoption, and operational integration.
- Led implementation of the AIDET communication framework to improve patient-centered communication and service consistency.
- Designed and delivered staff training to support technology adoption, clinical best practices, and professional development.
- Conducted HACCP audits and food safety evaluations to strengthen regulatory compliance and quality assurance.
- Partnered with foodservice, nursing, and hospital leadership to improve workflows, coordination, and the patient experience.
- Contributed to nutrition policies, menu evaluation, and service-improvement initiatives supporting efficient, patient-centered operations.

Founder

Real Nutrition Solutions | Barbados (Virtual) | 2020–Present

Founded Real Nutrition Solutions as a nutrition practice and continue to evolve the business toward broader education, behavior-change, and digital health solutions.

- Designed the business’s service offerings, client workflows, educational programs, and digital experiences.
- Manage the client journey from initial inquiry through onboarding, service delivery, and follow-up.
- Develop educational content and communication strategies that translate complex health information into practical guidance.
- Lead brand development and digital initiatives to strengthen visibility, engagement, and future service opportunities.
- Represent the business through media interviews, public education, workshops, and community outreach.

KBDI – Komplete Business Dietetic Internship

Dietetic Intern | USA | August 2022–June 2023

Completed a multidisciplinary internship across healthcare, foodservice, community nutrition, private practice, and business settings while coordinating placements and adapting across multiple organizations.

- Secured and coordinated supervised practice experiences across acute care, long-term care, dialysis, community nutrition, foodservice, and private practice.
- Developed and presented business improvement plans focused on workflow optimization, inventory management, food waste reduction, and employee wellness.
- Built relationships with preceptors, healthcare organizations, and community partners to support successful placement and project completion.
- Adapted quickly to new clinical, operational, and organizational environments.

LIAT (1974) Ltd.

Flight Attendant | November 2007–November 2020

Supported safe and efficient regional airline operations while delivering customer service in a fast-paced, multicultural environment.

- Coordinated with pilots, cabin crew, ground operations, and airport personnel to support aircraft readiness and on-time departures.
- Managed complex customer situations, resolved conflicts, and adapted to changing operational conditions under pressure.
- Responded to in-flight emergencies and service disruptions using sound judgment, clear communication, and established procedures.
- Ensured compliance with aviation safety requirements while maintaining a consistent passenger experience.
- Built strong interpersonal and cross-cultural communication skills by serving diverse passengers and collaborating with multidisciplinary teams throughout the Caribbean.

Education

- **Monroe University** | Bronx, NY
Master of Business Administration (MBA), Analytics & Information Technology (STEM)
Expected December 2026
- **Kansas State University** | Manhattan, KS
Bachelor of Science in Nutrition & Dietetics | *2018*
- **Barton Community College** | Great Bend, KS
Associate of Science, Pre-Dietetics | *2014*

CERTIFICATIONS

- Registered Dietitian Nutritionist (RDN)
- Certified Dietitian Nutritionist (CDN) – New York State
- Certified Functional Nutrition Coach (CFNC)
- Certified Culinary Nutrition Expert (CCNE)

PROFESSIONAL DEVELOPMENT

- Optimize Metabolic Health with Continuous Glucose Monitoring- 16.75 CPEUs

PROFESSIONAL ENGAGEMENT

Media & Speaking:

Caribbean Broadcasting Corporation (CBC) • Dominica Broadcasting Station (DBS) • Queen Elizabeth Hospital Media Campaign

Leadership & Professional Service:

Country Representative, International Affiliate of the Academy of Nutrition and Dietetics • Youth Technical Officer, Zero Hunger Initiative • Academy for Women Entrepreneurs (AWE) • HIV Food Bank Volunteer • Governor General's Christmas Program Coordinator