

ASHLEY LEWIS, MBA

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PROFILE

Healthcare administration professional and doctoral researcher working at the intersection of clinical operations, regulatory compliance, and human advocacy. Doctor of Business Administration candidate in Healthcare Administration with a 4.0 MBA and dual undergraduate training in medical anthropology and sociology. Ten years of provider data, clinical documentation, and quality improvement experience across four managed-care and health-system organizations, supported by a sustained record of funded undergraduate research, mixed-methods fieldwork, and vocational instruction.

EDUCATION

Indiana Wesleyan University May 2026 – May 2029
Doctor of Business Administration (DBA), Healthcare Administration Marion, Indiana

- DeVoe School of Business, Technology, and Leadership — Cohort 21.
- Applied Doctoral Project in progress; recipient of the IWU National & Global Alumni Scholarship.

Indiana Wesleyan University Aug 2018 – Aug 2024
Master of Business Administration (MBA), Business Administration Marion, Indiana

- Cumulative GPA: 4.0.
- Capstone: “A Strategic Analysis of Laboratory Corporation of America.”

Indiana University Indianapolis Aug 2010 – Dec 2015
Bachelor of Arts (B.A.), Anthropology Indianapolis, Indiana

- Concentration in Medical Anthropology and Museum Studies; qualitative research and archives.

Indiana University Indianapolis Aug 2010 – Dec 2015
Bachelor of Arts (B.A.), Sociology Indianapolis, Indiana

- Minor in Medical Humanities and Health Studies.
- Methods training in Computer-Assisted Telephone Interviewing (CATI).

North Decatur Jr–Sr High School
CORE 40 Academic Honors Diploma — Class Rank: 12th

PROFESSIONAL EXPERIENCE

UnitedHealthcare — Community and State Mar 2026 – Present
Clinical Admin Coordinator (contract via Repucare) Remote

- Provide operational support to case managers, registered nurses, and specialized administrative staff, serving as central point of contact for team inquiries and special projects.
- Manage sensitive clinical data, patient record updates, and complex member correspondence across cross-functional clinical teams.
- Draft and process Notice of Action (NOA) and denial letters for authorized attendant care and homemaker support services using ICUE, Community Care, and proprietary mailing systems.
- Maintain oversight of authorization requests and Secondary Review Team outcomes via SharePoint, ensuring clinical data entry and provider communications align with corporate standards and regulatory mandates.

Kelly Education Nov 2023 – Jul 2026
Vocational Educator, Healthcare & Business Administration (freelance) Indiana · On-site

- Delivered vocational instruction in healthcare and business administration to young adults across area high schools and Career Center vocational programs.
- Translated corporate clinical experience into applied career-readiness curriculum bridging academic theory and practice.

- BCforward** Mar 2025 – Jun 2026
ILEARN Test Scorer (freelance) Remote
- Scored English/Language Arts constructed responses for the 2025 and 2026 administrations of ILEARN, Indiana’s Learning Evaluation and Assessment Readiness Network.
 - Applied standardized rubrics under calibration and inter-rater reliability protocols.
- Humana** Aug 2025 – Feb 2026
Quality Improvement Coordinator 2 (contract via Repucare) Remote
- Supported case management operations and critical incident reporting workflows.
 - Worked within HIPAA and HEDIS frameworks across electronic health record systems; managed special projects and healthcare compliance documentation.
- Centene Corporation — Managed Health Services Indiana** Apr 2022 – Aug 2022
Provider Data Management Specialist (contract) Remote
- Administered provider enrollment and network development records against healthcare compliance and regulatory standards.
- Labcorp — Indianapolis Central Laboratory** Jul 2021 – Apr 2022
Kit Production Assembly (contract via Spherion) Indianapolis, Indiana · On-site
- Executed high-volume diagnostic kit assembly during the COVID-19 pandemic response, including test swabs and PCR kits distributed internationally.
 - Assembled HIV, cancer screening, and additional diagnostic kits following the reopening of global economies.
 - Field immersion in emergency healthcare supply chains and operational logistics; served as the foundational case study for MBA capstone research.
- Indiana University Health** Aug 2015 – Jan 2020
Specialist, Provider Data (full-time) Indianapolis, Indiana
- Maintained provider network development and enrollment data across enterprise systems including SharePoint.
 - Twice recognized with the IU Health Plans Special Thanks award for service excellence (2016, 2017).
- Indiana University** Feb 2011 – Jan 2015
Work Study Student — multiple appointments Indianapolis, Indiana
- CATI Interviewer, Survey Research Center, IU School of Liberal Arts Institute for Research on Social Issues (IRSI).
 - Office Assistant, Idea Pitch Competition, Office of Research and Commercialization.
 - Office Assistant to the Program Manager and Diversity Coordinator, School of Informatics and Computing.
 - Tutor, Indy Learning Center at Crispus Attucks High School.
 - Peer Mentor, Indianapolis Metropolitan High School.

RESEARCH EXPERIENCE & SCHOLARLY PROJECTS

- Applied Doctoral Project (ADP)** May 2026 – Present
Indiana Wesleyan University, DeVoe School of Business, Technology, and Leadership
- Doctoral research in progress; literature review, academic writing, and preparation for academic publication.
- MBA Capstone — Business Strategy and Policy** 2024
Indiana Wesleyan University
- “A Strategic Analysis of Laboratory Corporation of America” — an audit of the diagnostics and drug-development sector.
 - Methods: financial ratio and weighted average cost of capital (WACC) analysis, PESTEL, Porter’s Five Forces, VRIO, and SWOT.
- Undergraduate Research Opportunities Program (UROP)** 2013 – 2014
Indiana University Indianapolis — funded research placement under faculty mentorship
- Investigated maxillary sinus metrics associated with cleft lip and palate.
 - Methods: radiographic analysis, Dolphin imaging data analysis software, and cone-beam computed tomography (CBCT) scans.

Life-Health Sciences Internship (LHSI)	2012 – 2013
<i>IU School of Medicine, Division of Adolescent Medicine — faculty mentor: Dr. Mary Ott</i>	
– Conducted mixed-methods research on health literacy and adolescent capacity to consent to research. – Administered surveys at Indianapolis-area high schools; cleaned and managed data in IU REDCap; coded qualitative interviews. – Contributed to the Teens Having Capacity to Consent to Research (THinCCR) study and to evaluation of the I Need You to Listen, Hear, Understand Me (INYLHUM) anti-bullying and health literacy program delivered through the Indianapolis Urban League. – CITI Human Subjects Research certified (2012).	
Multidisciplinary Undergraduate Research Institute (MURI)	2012
<i>Center for Research and Learning, Indiana University Indianapolis</i>	
– Intensive summer training in literature review, research methodology, data collection and analysis, research ethics, and scientific writing.	
Survey Research Center — Adult Tobacco Study (ATS)	2013
<i>IU School of Liberal Arts, Institute for Research on Social Issues (IRSI)</i>	
– Collected statewide survey data across Indiana via computer-assisted telephone interviewing.	
“Split But Not Separated” — A Neighborhood of Saturdays	2014
<i>Museum Studies exhibit, Indiana University Indianapolis</i>	
– Community-engaged ethnographic exhibit produced with the Concord Neighborhood Center and the Community-Engaged Alliance, Indianapolis. – Responsibilities spanned ethnography, digital archiving, and exhibit preparation.	
PRESENTATIONS & JURIED SHOWCASES	
Lewis, A. (2015, March 27). Selected portfolio, IUPUI ePortfolio Initiative Showcase. Office of Institutional Effectiveness Student Work Showcase, University Library, Indiana University Indianapolis. Nineteen portfolios accepted and presented to judges across disciplines from first-year through master’s level. Lewis, A. (2014). “Split But Not Separated: A Neighborhood of Saturdays.” Museum Studies public exhibit, Indiana University Indianapolis, in partnership with the Concord Neighborhood Center. Lewis, A. (2013, April 12). Teens Having Capacity to Consent to Research (THinCCR): Health literacy and adolescent consent. Poster session, Life-Health Sciences Internship Program, Indiana University Indianapolis. Lewis, A. (2012, July 26). Summer research findings. Poster presentation, Center for Research and Learning Summer Research Symposium (MURI), IUPUI Campus Center, Indiana University Indianapolis.	
GRANTS, SCHOLARSHIPS & HONORS	
IWU National & Global Alumni Scholarship — \$1,500	2026
<i>Indiana Wesleyan University</i>	
Special Thanks Award — \$250	2017
<i>IU Health Plans — recognition of extraordinary commitment to service excellence</i>	
Special Thanks Award — \$500	2016
<i>IU Health Plans — recognition of extraordinary commitment to service excellence</i>	
UROP Grant — \$5,000 (equivalent)	2013
<i>Undergraduate Research Opportunities Program, Indiana University Indianapolis</i>	
Most Patient with Respondents Award	2013
<i>Adult Tobacco Study 2013 Super Award, Survey Research Center, IU School of Liberal Arts</i>	
IU Indianapolis Top 100 Student	2013
<i>Office of Alumni Relations — undergraduate excellence in academics, leadership, and community engagement</i>	
Life-Health Sciences Internship (LHSI) Scholarship	2013
<i>IU School of Medicine, Indiana University Indianapolis</i>	

Mind the Gap Foundation Scholarship <i>Mind the Gap Foundation, Mission Viejo, California</i>	2012
MURI Scholarship <i>Multidisciplinary Undergraduate Research Institute, Center for Research and Learning, IUPUI</i>	2012
Induction, Alpha Lambda Delta National Honor Society <i>Scottish Rite Cathedral, Indianapolis, Indiana</i>	2011
Dean's List <i>Indiana University Indianapolis — noted on official undergraduate transcript</i>	2010 – 2014
Noon Optimist Service Award <i>Girl Scouts of Central Indiana — Silver Award and Bronze Award recipient</i>	

CERTIFICATIONS & PROFESSIONAL TRAINING

Institutional Courses — CITI Program <i>Credential ID 15836652 · Social & Behavioral Research; Information Privacy Security</i>	2026
CliftonStrengths Top 5 Assessment — Gallup	2026
Act on FACTS Youth Suicide Prevention Certification <i>Society for the Prevention of Teen Suicide — warning-sign recognition, at-risk group identification, referral procedures</i>	2023
Substitute Teacher, Three-Year Permit <i>Indiana Department of Education</i>	2023 – 2026
CITI Human Subjects Research Certification <i>Indiana University Indianapolis — under faculty mentor Dr. Mary Ott</i>	2012

AREAS OF EXPERTISE

Healthcare Operations & Compliance Clinical data management · medical correspondence (NABD, NOA, denial letters) · case management support · critical incident reporting · healthcare compliance and regulatory standards · HIPAA · HEDIS · provider enrollment · provider network development · special project management

Systems & Platforms ICUE · Community Care · electronic health records (EHR) · REDCap · SharePoint · Microsoft Office · Dolphin Imaging · computer-assisted telephone interviewing (CATI)

Research Methods Mixed-methods design · qualitative coding · ethnography · survey administration · literature review · data analysis · digital archiving · academic writing and publishing · human subjects research ethics

Instruction & Assessment Vocational curriculum delivery · standardized test scoring · rubric application · inter-rater calibration · tutoring and peer mentorship

SERVICE & VOLUNTEER LEADERSHIP

Smithsonian Institution — Transcription Center <i>Digital Volunteer</i> – Collaborative transcription and review of historic digitized collections for readability, accessibility, and text-referencing across Smithsonian databases and major search engines.	Jul 2026 – Present
Indiana University Student Foundation, Indianapolis <i>Marketing Committee</i>	2013 – 2014
Jerusalem House (now Status: Home), Atlanta, Georgia <i>Alternative Spring Break Volunteer — Breaking the Stigma service-learning trip</i> – Supported housing programs for people experiencing homelessness affected by HIV/AIDS.	2013
Refugee Empowerment Program, Memphis, Tennessee <i>Alternative Spring Break Volunteer — IUPUI Freedom Rides</i> – Supported community integration programming for refugees and immigrants, including after-school education for K–12 students.	2012, 2014

Alpha Lambda Delta Honor Society

2011 – 2015

Student Volunteer

- Ronald McDonald House Pancake Breakfast; IUPUI Day of Caring; IUPUI Regatta; Cesar Chavez Day of Service; Earth Day and Holiday Park Days of Service; Jagathon Dance Marathon for Riley Hospital.
- Academic Bowl participant (2012, 2013); Freshman Move-In volunteer, IUPUI Residence Life.

Girl Scouts of Central Indiana

1998 – 2009

Student Volunteer and Program Aide

- Delegate experience at the Girl Scouts of the USA 2008 National Council Session and 51st Convention, Indianapolis — governance, organizational transformation, and strategic leadership development.
- Program Aide award recipient; mentorship of younger scouts as a Cadette.

LANGUAGES & REFERENCES

English Native or bilingual proficiency**French** Limited working proficiency**References** Available upon request.