# MST KANIZ FATEMA

**Health-Services Support Professional | Applied Healthcare Researcher**

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## PROFESSIONAL PROFILE

Health-services support professional and applied healthcare researcher with post-secondary training in office administration-health services and a bachelor's background in accounting. Research interests span AI-enabled medical records and EHR workflow optimization, predictive healthcare analytics, behavioral-health outcomes, health equity, language access, and patient-centered service delivery. Brings prior customer-service experience together with strong organizational, communication, and Microsoft Office skills.

## EDUCATION

**Diploma, Office Administration - Health Services Program** **May 2023 - Present**
*Centennial College, Toronto, Ontario, Canada*

**English for Academic Purposes (EAPP) Certificate** **Sept 2019 - Apr 2021**
*Centennial College, Toronto, Ontario, Canada*

**Bachelor's in Accounting** **Sept 2009 - Apr 2013**
*Victoria Degree College, Bangladesh*

## CERTIFICATIONS AND TRAINING

**Food Service Worker Program** **Sept 2021 - Dec 2021**
*Centennial College, Toronto, Ontario, Canada*

Food Handling certification.

Worker Health and Safety Awareness certificate completed.

Food Service Worker certificate completed.

## AREAS OF INTEREST

Healthcare information systems, electronic health records (EHRs), and AI-assisted medical records management.

Predictive healthcare analytics, chronic-disease risk stratification, and multi-source healthcare data integration.

Health equity, language access, immigrant health, maternal and child health, and patient-centered service delivery.

Behavioral-health analytics, psychometric and neurocognitive modeling, and therapy-outcome prediction.

## PROFESSIONAL EMPLOYMENT HISTORY

**Health Services Manager** **June 2016 - Aug 2021**
*Pro Active Health Care Team, Toronto, Ontario, Canada*

## RESEARCH

**Research accomplishments**

Six research publications spanning 2022-2026, including two first/sole-author publications.

Google Scholar profile snapshot supplied for this CV shows 175 citations, h-index 6, and i10-index 6.

Applied quantitative research methods represented across the publication portfolio include cross-sectional and longitudinal designs, systematic/quantitative review, reliability testing, correlation analysis, multiple and hierarchical regression, and predictive-model evaluation.

**Selected research themes**

AI and health information systems: medical-record management, EHR workflow optimization, diabetes risk prediction, and multi-source healthcare data.

Behavioral and mental health: computational prediction of CBT outcomes and data-driven assessment of marital satisfaction and emotional wellbeing.

Health-services equity and access: multilingual administrative support, immigrant healthcare disparities, and maternal/child health service utilization.

## PUBLICATIONS

1. Rebeka Sultana; **Mst Kaniz Fatema** (2026). *AI-Based Diabetes Risk Stratification Using Multi-Source Healthcare Data*. American Journal of Data Science and Analytics, Vol. 7, No. 1, pp. 128-165. DOI: 10.63125/hvmrzr66
2. **Mst Kaniz Fatema** (2025). *AI-Assisted Medical Records Management and EHR Workflow Optimization for Community Health Centres Serving Immigrant Populations*. ASRC Procedia: Global Perspectives in Science and Scholarship, Vol. 1, No. 1, pp. 2446-2485. DOI: 10.63125/nvn1yr86
3. Amena Begum Sumi; **Mst Kaniz Fatema** (2024). *Integrating Psychometric and Neurocognitive Biomarkers in Computational Models to Predict Cognitive Behavioral Therapy Outcomes in Adolescents with Anxiety and Depression*. International Journal of Scientific Interdisciplinary Research, Vol. 5, No. 2, pp. 632-677. DOI: 10.63125/7t7wmp27
4. Amena Begum Sumi; **Mst Kaniz Fatema** (2023). *Advanced Computational and Biotechnological Approaches to Systemic Family Therapy: Predicting Marital Satisfaction and Emotional Wellbeing in Couples*. Review of Applied Science and Technology, Vol. 2, No. 4, pp. 228-265. DOI: 10.63125/4sy9qa21
5. Nishat Jahan; **Mst Kaniz Fatema** (2022). *A Review of the Impact of COVID-19 on Maternal and Child Health Service Utilization in Bangladesh*. American Journal of Scholarly Research and Innovation, Vol. 1, No. 2, pp. 223-269. DOI: 10.63125/vgv5s742
6. **Mst Kaniz Fatema** (2022). *Language Access and Health Equity: Role of Multilingual Administrative Staff in Reducing Healthcare Disparities Among South Asian Immigrant Communities in the U.S.*. International Journal of Scientific Interdisciplinary Research, Vol. 1, No. 1, pp. 274-315. DOI: 10.63125/xqhss825

## MEDIA AND PUBLIC ENGAGEMENT

**The Daily Morning Voice - Interview Feature:** *"Improving Patient-Centered Health Services Through AI-Based Applied Research."* Interview conducted by the Health & Medical Sciences Desk, highlighting applied research on AI-assisted medical records, predictive healthcare analytics, behavioral health, health equity, and patient-centered healthcare services.

## CORE COMPETENCIES

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| Microsoft Word, Excel, and PowerPoint | Communication, interpersonal, and organizational skills |
| Customer service and guest support | POS operations and cash handling |
| Food service and workplace safety | Typing speed: approximately 40 WPM |

## LANGUAGES

Bangla, English, and Hindi (fluent, as stated on professional profile).