



Tiphany Rafter

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SUMMARY

Graphic design student and detail-driven creative focused on brand identity, web, and digital design. Over a decade in fast-paced healthcare settings brings reliability, clear communication, and sharp attention to detail to every project. Looking for a digital design internship building clean, accessible, on-brand work that connects with real audiences.

SKILLS

Design	Brand & visual identity / Web & responsive layout / Typography & hierarchy / Image editing & production / Design systems & components / Accessibility-minded design / Social media graphics / Illustration
Software	Adobe Creative Cloud (Illustrator, Photoshop, InDesign, Dreamweaver) / Figma / Canva / Procreate / WordPress & CampusPress / Squarespace / HTML & CSS / Bootstrap 5.3 / AI-assisted design tools / Microsoft Office
Strengths	Clear written & verbal communication / Collaboration & taking feedback / Organization & prioritizing / Working in fast-paced settings / Meeting deadlines

EDUCATION

Southern New Hampshire University / M.A. Communication, New Media & Marketing / Begins Sep 2026

Southern New Hampshire University / B.A. Graphic Design / Expected conferral Sep 2026

Salem State University / Clinical Medical Assistant (CCMA) & Medical Terminology Certificates, 2021-2022

American International College / Medical Administration, Coding & Billing Certificate Program

Waldegrave School / General Certificate of Secondary Education (GCSE), London, UK

EXPERIENCE

Patient Service Representative Atrius Health, Pediatrics / Remote, MA APR 2022 - APR 2025

- Communicated with patients, families, and clinical teams across high call volumes in a busy pediatrics practice.
- Managed scheduling and patient records with accuracy and confidentiality.
- Worked within an interdisciplinary care model, coordinating across teams to keep information accurate and clear.

Staffing Coordinator Beth Israel Lahey Health / Beverly, MA SEP 2019 - DEC 2020

- Coordinated scheduling logistics across two hospital sites for nurses, nursing assistants, and administrative staff.
- Produced clear, organized documentation under tight deadlines, keeping complex information readable and usable.

Surgical Scheduler Beverly Hospital / Beverly, MA MAY 2018 - SEP 2019

- Managed high-volume surgical scheduling across two hospital locations for inpatient and outpatient procedures.
- Balanced competing priorities with precision, juggling many moving parts without losing accuracy.

Ophthalmic Scribe Beth Israel Lahey Health / Peabody, MA MAY 2016 - MAY 2018

- Documented clinical findings and treatment plans in real time, capturing detail quickly and accurately.
- Supported in-office procedures and front desk operations, balancing focused detail work with direct patient contact.

Endoscopy Scheduler Lahey Hospital & Medical Center / Burlington, MA NOV 2014 - MAY 2016

- Coordinated endoscopy and surgical scheduling across the Burlington and Peabody surgical centers.

ADDITIONAL

Further roles in healthcare administration and patient care, 2008 to 2014, available on request. Consistent record of reliability and professional growth.