

ANGEL DANIEL GILES, EdD, RN, CCHW

Derry, New Hampshire | (603) 238-2238 | angel@healthguardcpr.com

SUMMARY AND PROFILE

Dynamic healthcare professional and clinical educator with extensive leadership, management, and clinical experience across dental, medical, health plan, community, and academic settings. Skilled in designing and leading training programs, developing curricula, and overseeing operational processes to improve efficiency and organizational performance. Adept at collaborating with stakeholders, mentoring teams, and driving continuous improvement in alignment with industry best practices and accreditation standards.

Core Competencies

Leadership & Management - Team building, performance coaching, project oversight, strategic planning

Insurance & Healthcare Operations - Policy & procedure development, workflow optimization, QA

Clinical & Military Experience - Chairside assistance, dental hygiene, patient education, preventive maintenance

Curriculum Development & Training - Program design, adult learning methodologies, e-learning platforms

Process Improvement & Quality Control - Accreditation alignment, regulatory compliance, audits

Technology Proficiencies - Microsoft Office Suite, Articulate 360, Adobe, LMS Administration, WebEx/Zoom

EDUCATION AND OTHERS

Rivier University, Nashua, New Hampshire | September 2025

Associate of Science, Nursing

Capella University, Atlanta, Georgia | May 2021

Doctor of Education, Educational Leadership and Management

Cape Cod CPR | January 2021

Technical Certificate, Emergency Medical Technician

American College of Education, Indianapolis, Indiana | May 2018

Master of Education, Health and Wellness Education

Purdue University Global, West Lafayette, Indiana | June 2013

Bachelor of Science, Health Science

LICENSES AND CERTIFICATIONS

- Registered Nurse (Massachusetts License)
- Basic Life Support (BLS) Instructor
- Certified Allied Health Instructor
- Certified Defensive Driving Course – Attitudinal Dynamics of Driving Instructor
- Board-Certified Community Health Worker
- Nationally Registered Emergency Medical Technician
- Dental Radiology
- Licensed Dental Assistant
- Instructional Technology and Design
- Project Management
- Professional, Academy of Healthcare Management (AHIP)

ADDITIONAL RELEVANT COURSEWORK

- **Educational Leadership & Management** - Advanced studies in organizational theory, leadership development, systems change, and action research.
- **Health & Wellness Education** - Principles of human learning, behavioral diversity in health, technology integration, and health informatics.

ACTIVITIES AND INTERESTS

Clinical Training • Staff Development • Industry Best Practices • Organizational Performance • Curriculum Design
• Process Improvement • Accreditation Standards • Program Development • Key Programmatic Workstreams

PROFESSIONAL EXPERIENCE

Commonwealth of Massachusetts – Dept of Mental Health, Boston, Massachusetts (2023 – Present)

State Director, Learning & Development

- Spearheaded the development and delivery of agency-wide learning strategies that align with organizational goals and adapt to changing healthcare landscapes.
- Designed and implemented innovative learning programs, focusing on DEI, which improved learner engagement across various organizational levels.
- Employed advanced Microsoft Suite tools, Articulate 360, and Adobe Acrobat Pro to create impactful educational materials and presentations.
- Managed a department budget of over \$1 million.

Campus.edu, New York, New York (2025 – Present)

Adjunct Faculty, Business Administration

- Facilitated courses in small business management and business administration

Health Guard CPR, LLC – Tewksbury, Massachusetts (2020–Present)

Program Director

- Direct all operations for an American Heart Association (AHA) and American Red Cross training site, ensuring compliance with accreditation standards.
- Supervise and mentor a team of instructors and coordinators, driving performance, professional development, and accountability.
- Implemented audits and oversight routines to uphold industry best practices, exam processes, course enrollment, and financial operations.
- Created and delivered comprehensive clinical and CPR education classes, ensuring alignment with AHA/ARC guidelines and student needs.

University of The People, Pasadena, California (2022 – Present)

Adjunct Faculty, Health Science, Education, and Business Administration

- Facilitated courses in Community Health, Public Health, Education, and Business Administration integrating current industry practices and theories to foster professional growth among students.
 - HS 3814: Community Health
 - HS 2711: Community and Public Health 1: Health Education and Behavior
 - HS 2712: Community and Public Health 2: Preventative Medicine & Social Determinants of Health
 - EDUC 5210: Learning Theory and Implications for Instruction
 - BUS 5910: MBA – Management Capstone

Endicott College, Beverly, Massachusetts (2023 – Present)

Adjunct Faculty, Health Care Management

- Facilitated courses in Health Care Management, integrating current industry practices and theories to foster professional growth among students.
 - BUS322: Intro to Healthcare Management

Point32Health – Canton, Massachusetts (January 2016–October 2022)

Program Manager, Social Determinants of Health Strategy – Health Equity & Clinical Training Specialist

- Oversaw Community Health Worker (CHW) recruitment, training, and day-to-day activities to ensure comprehensive care coordination, community engagement, and improved member outcomes.
- robust processes for care planning and community health assessments, auditing CHW documentation to maintain regulatory compliance and support organizational guidelines.
- Provided ongoing coaching and professional development for CHWs, optimizing service delivery and member satisfaction through best practices in population health management.
- Streamlined policies and workflows to support consistency across teams and product lines, ensuring alignment with broader health equity goals.
- Created and introduced a comprehensive CHW curriculum, establishing a revenue-generating community-based health program and reinforcing the organization's commitment to social determinants of health.
- Conducted organizational needs analyses to enhance CHW performance, foster interdepartmental collaboration, and deliver measurable improvements in member outcomes.
- Collaborated with leadership and subject matter experts to integrate current trends (e.g., Motivational Interviewing, Nudge Theory) into clinical training modules, aligning them with the organization's insurance and healthcare operations.

- Developed benchmark lessons and identified ongoing faculty needs, continually refining learning tools to elevate staff competencies and improve the overall training experience.
- Ensured that all educational materials, training sessions, and documentation met regulatory standards and best practices, maintaining the highest levels of compliance.
- Partnered with senior management to evaluate and revise training methods, implementing continuous improvement initiatives that enhanced program effectiveness and organizational outcomes.

National Safety Council, Commonwealth of Massachusetts (May 2015–2021)

Part-Time Instructor

- Instructed driver education courses, incorporating Defensive Driving and Choice Theory.
- Evaluated student performance, tracked progress, and adapted teaching methods to optimize learning.

Beyond Healthcare Agency – Andover, Massachusetts (F2014–2016)

Director of Education, Instructor

- Spearheaded the creation and rollout of comprehensive training protocols and curricula for home health aides and nursing assistants, ensuring alignment with regulatory requirements and industry best practices.
- Supported faculty recruitment, training, and professional development, fostering a collaborative learning culture that emphasized continuous quality improvement.
- Developed targeted lesson plans and introduced innovative teaching methodologies to elevate learner engagement, streamline instruction, and boost skill mastery.
- Established performance benchmarks and metrics to uphold accreditation standards, oversee compliance audits, and maintain adherence to healthcare regulations.
- Partnered with leadership, clinical staff, and external organizations to refine program objectives, expand educational offerings, and address evolving industry needs.

Adjunct Instructor – Allied Health Programs

Salter School of Nursing and Allied Health – Manchester, New Hampshire (2012–2015)

- Developed and refined course syllabi covering chairside assisting, dental radiology, dental theory, anatomy & physiology, dental materials, billing/coding, business administration, and computer science.
- Employed interactive labs, demonstrations, and real-world simulations to strengthen clinical proficiencies and promote active participation.
- Provided targeted academic assistance to reinforce foundational skills, address knowledge gaps, and ensure students' mastery of clinical and administrative competencies.
- Maintained rigorous classroom delivery practices to align with accreditation requirements, preparing students to meet or exceed entry-level expectations in dental assisting.
- Collaborated with institutional leadership to continuously update course materials, integrate feedback, and adapt to evolving industry needs and best practices.

Enlisted – Dental Specialist (Reserves)

United States Army Reserves (2007–2011)

- Served as a key dental team member, performing advanced cleaning (prophylaxis, gum therapy), x-rays, sealants, and patient education.
- Instructed service members and their families on oral health care, proper brushing/flossing techniques, and pre-/post-surgical procedures.
- Maintained dental records via Eaglesoft and Dentrix; performed preventive maintenance on dental equipment.
- Partnered with dentists and healthcare providers to ensure high-quality care, identify treatment needs, and improve overall dental readiness.

References

Name: Susan Smith

Organization: Commonwealth Nursing Service

Affiliation: Provide training services, including first aid, CPR, and AED, for their home health staff.

Contact Info: (978) 394-7074

Name: Sandra Knutkowski

Organization: Andover Pediatrics

Affiliation: Provide training services, including first aid, CPR, and AED, for their home health staff.

Contact Info: (978) 827-8681

Name: Lilia House

Organization: Point32Health (formerly Tufts Health Plan)

Affiliation: Colleague within the quality, training, and analytics department.

Contact Info: (850) 375-0808