

PROFESSIONAL SUMMARY

MBA-trained operations and strategy professional with 5+ years of experience in business analysis, process improvement, and cross-functional execution across housing, healthcare, and retail. Skilled in CRM systems (Salesforce, HubSpot), data visualization (Excel, Tableau), and project management. Proven ability to deliver measurable results including cost savings, efficiency gains, and improved client outcomes in dynamic, fast-paced environments.

SKILLS & QUALIFICATIONS

- Project Management & Cross-Functional Leadership
- Process Improvement & Operational Efficiency
- CRM Tools (Salesforce, HubSpot)
- Data Analysis (Excel, Tableau)
- Strategic Planning & Execution
- Communication & Stakeholder Engagement
- Budgeting & Resource Allocation

EDUCATION

Master of Business Administration December 2024
Georgia State University Atlanta, GA

Bachelor of Arts in Political Science December 2022
Georgia State University Atlanta, GA

WORK EXPERIENCE

National Corporate Housing April 2025 – Present
Associate United States

- Developing cross-functional expertise through rotations in Account Management, Guest Experience, and General Management, with a focus on operations and client success.
- Leading initiatives to improve service delivery, streamline apartment setup processes, and elevate client satisfaction.
- Supporting strategy execution and business planning by preparing reports and operational insights for executive leadership.
- Using tools like Salesforce and Excel to analyze performance data, manage operations, and drive process improvements.

Saralin Healthcare July 2022 – April 2025
Project Coordinator Atlanta, GA

- Developed and implemented project action plans, reducing operational inefficiencies by 15% to align with organizational goals.
- Utilized CRM systems to streamline workflows, enhancing patient scheduling and communication by 10%.
- Conducted data analysis on reimbursement models to identify cost-saving opportunities and process improvements.
- Designed and executed email marketing campaigns that increased engagement by 20%.
- Collaborated with cross-functional teams to ensure project milestones and objectives were achieved.

Bloomington's December 2020 – July 2022
Business Strategy Analyst Intern Atlanta, GA

- Conducted project planning and performance analysis, improving project completion timelines by 25%.
- Used data-driven methods (Excel, Tableau) to identify trends, generate reports, and provide insights to senior leadership.
- Developed pricing strategies, achieving a 10% increase in sales through market analysis and process improvement.
- Supported project management activities, including timeline tracking, resource allocation, and stakeholder communication.

AT&T January 2019 – December 2020
Customer Experience Specialist Atlanta, GA

- Leveraged CRM platforms to enhance customer issue resolution, increasing efficiency by 30%.
- Conducted data analysis to identify trends and recommend customer service process improvements.
- Created dashboards and reports to support leadership in strategic decision-making.

AWARDS & ORGANIZATIONS

- National Black MBA Association (Member)
- Black Graduate Student Association (Member)
- Dean's List (2023–2024)
- President's List (Summer 2021, 2022)