

Taylor Francis

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EDUCATION

Texas A&M University, Mays Business School

Master of Business Administration

Master of Science in Analytics

College Station, TX

May 2027

May 2027

Texas A&M University

Bachelor of Science in Public Health

College Station, TX

May 2023

EXPERIENCE

Luke Staffing

Remote

Senior Healthcare Recruiter

October 2023 – May 2025

- Designed and implemented full cycle recruiting process including automated email templates, government document collection, and internal task notifications, to decrease cycle time by 40%
- Optimized standard operating procedures (SOPs) and improved efficiency across various internal teams, leading to decreased operating expenses via improved communication and a reduction in required documentation errors
- Created test cases for 3 large projects and executed daily user acceptance testing for bug patches or prior to new feature roll out
- Consulted with Salesforce, MuleSoft, and FormStack integration teams on design, functionality, and logic for Recruiting and Credentialing dashboards, list views, and kanbans

HighRadius

Houston, TX

Sales Development Representative

July 2023 – September 2023

- Developed and documented comprehensive sales operations procedures, including best practices for utilizing Salesforce CRM to enhance team efficiency and streamline prospect management
- Conducted high-volume outbound prospecting through 100 cold calls, emails, and LinkedIn outreaches per day to generate qualified leads and grow mid-market sales pipeline for financial software solutions
- Leveraged tools such as Salesforce CRM, Outreach, Zoominfo, and LinkedIn Sales Navigator to identify prospects, personalize outreach, and track engagement

Surgical Notes

Dallas, TX

Sales & Marketing Intern

May 2022 – August 2022

- Led Salesforce CRM continuous improvement initiative by building a corresponding sales SOP and best practice guide to improve CRM utilization and standardize all future data entries
- Undertook an extensive data hygiene initiative to optimize future customer outreach efforts by sourcing new leads, updating existing contact information, or removing closed businesses for approximately 300 accounts
- Drove email based online demand generation sales efforts to current and prospective clients

LEADERSHIP & VOLUNTEER WORK

Charming Pet Rescue

Boerne, TX

Volunteer – Weekend Lead

May 2024 – Current

- Train new volunteers on shelter protocols and safety procedures approximately once a month, oversee a corporate or organizational volunteer group each weekend, and offer continuous mentorship
- Provide support to individual volunteers and large groups to maintain a positive and efficient environment

SKILLS, ACTIVITIES & INTERESTS

Technical Skills: Systems integration, data compilation and analysis, proficiency in Power BI, user acceptance testing, report building, and SOP creation and maintenance

Certifications & Training: Salesforce Administrator Certification (in process)

Activities: Delta Omega Honorary Society, Mays Healthcare Alliance, Aggie Speleological Society

Interests: Camping, hiking, spelunking, scuba diving, photography, and genealogy