

Strategic and solutions-oriented operations professional with 8+ years of experience supporting executive leaders and managing cross-functional initiatives across healthcare, higher education, and athletics. Adept at streamlining workflows, coordinating complex logistics, and communicating with diverse stakeholders, from patients and families to C-suite executives and student-athletes. Known for high emotional intelligence, discretion, and a sharp ability to translate organizational goals into actionable plans. Proven success in managing admissions, travel and calendar operations, budget tracking, and project execution with a consulting mindset.

EXPERIENCE

University of San Diego

June 2023 – June 2025

Graduate Assistant to the Director of Operations, Women's Basketball

- Provided executive-level support to the Director of Operations leadership, managing calendars, coordinating team travel, booking accommodations, and processing expenses.
- Organized key team operations including meetings, recruiting logistics, and practice schedule.
- Developed and maintained strong relationships with internal and external stakeholders to ensure efficient program execution.
- Supported long-term planning efforts and departmental goals through effective administrative and strategic contributions.

California State University, Stanislaus

September 2021 – June 2023

Women's Basketball, Assistant Coach

- Directed all team logistics including scheduling, recruiting coordination, and administrative operations.
- Maintained detailed travel and budget tracking records while liaising with vendors and campus services.
- Delivered high-touch onboarding experience for prospective students and families.
- Led team planning, mentoring, and training initiatives in alignment with university policies and athletic regulations.

Pine Creek Care Center Nursing Facility

December 2020 – September 2021

Admissions Assistant

- Coordinated daily admitting operations, collaborating with hospitals and internal staff to manage patient intake logistics.
- Advised residents and families on admission status, insurance benefits, financial aid options, and long-term care planning.
- Handled bed assignments, tracked patient transitions, and ensured accurate documentation and compliance with healthcare regulations.
- Prepared and submitted admission applications and eligibility documents, maintaining up-to-date records.
- Provided administrative support to department supervisors and responded to resident and family inquiries with empathy and clarity.

EDUCATION

- University of San Diego, Master of Arts, Leadership Studies, Magna Cum Laude (May 2025)
- University of San Diego, Certificate in Trauma Awareness and Resilience (May 2025)
- California State University Stanislaus, Bachelor of Arts, Communications (May 2020)
 - *Division 2 Student Athlete: Women's Basketball* (August 2016-May 2020)

TECHNICAL SKILLS

Google Workspace • Concur-Expense Management • Microsoft Office 365 • Power Point • Excel • Strong Organization & Project Management • Leadership Development • Team Building • Excellent Communications • Learner Mindset • Graphic Design • JIRA • Agile Methodologies • Public Speaking