

HOPE BALENTINE

Tulsa, OK 74127 (479-250-2572) balentinehope25@gmail.com

SUMMARY

Goal-oriented professional with 15+ years of cross-industry experience in hospitality, healthcare, finance, and retail. Strong leadership, communication, and problem-solving skills.

SKILLS

Operational Leadership, Effective Communication, Organizational & Time Management, Multitasking & Prioritization, Customer Service, Data Analysis, Project Management, Team Collaboration.

EXPERIENCE

Front Office Operations Supervisor, Embassy Suites by Hilton Tulsa, Tulsa, OK, Mar 2025 – Present
Supervise front desk teams, resolve guest escalations, and uphold Hilton brand standards. Oversee daily operations and ensure guest satisfaction.

Financial Account & Client Solutions Specialist, Ally Bank, Tulsa, OK, Aug 2024 – Mar 2025
Provided financial solutions and account support to clients in a high-volume environment. Resolved complex inquiries and managed client relationships.

Scheduling Specialist, Aspen Dental, Tulsa, OK, Nov 2023 – Aug 2024
Verified patient eligibility and coordinated referrals between providers and departments. Managed appointment scheduling and patient communications.

Package Creation Lead & Inventory Management, Song Shanksy LLC, Bentonville, AR, Jul 2021 – Nov 2023
Delegated daily tasks, maintained inventory, and minimized operational downtime. Provided guidance to team members.

Knowledge Admin, Walmart Inc., Bentonville, AR, Sep 2008 – Jun 2021
Managed content for company hotlines and knowledgebase, collaborating with stakeholders. Oversaw data entry and ensured accuracy of information.

EDUCATION

High School Diploma, Rogers High School, Rogers, AR