

HOPE BALENTINE

Tulsa, Oklahoma | 479-250-2572 | balentinehope25@gmail.com

EXECUTIVE PROFILE

Customer Experience & Operations Leader with 15+ years of cross-industry leadership spanning corporate operations, financial services, hospitality, healthcare, and logistics. Recognized for driving operational consistency, elevating service standards, and leading high-performing teams in fast-paced environments. Proven ability to improve workflows, increase efficiency, and enhance customer satisfaction while protecting brand integrity.

CORE LEADERSHIP COMPETENCIES

- Operational Leadership
- Process Optimization & Workflow Improvement
- Customer Experience Strategy
- Team Training & Supervision
- Cross-Functional Collaboration
- Conflict Resolution & Escalation Management
- Compliance & Risk Awareness
- Organizational Excellence

PROFESSIONAL EXPERIENCE

Front Office Operations Supervisor & Guest Experience Lead – Embassy Suites by Hilton, Tulsa, OK (Mar 2025 – Present)

- Lead and supervise front office team operations in a high-traffic hospitality environment.
- Resolve escalated guest concerns while maintaining Hilton brand standards.
- Train and mentor staff to improve service consistency and operational performance.
- Implement workflow improvements to enhance guest satisfaction.

Financial Account & Client Solutions Specialist – Ally Bank, Tulsa, OK (Aug 2024 – Mar 2025)

- Provided high-volume financial account support and complex issue resolution.
- Maintained compliance accuracy while protecting customer trust.
- Collaborated cross-functionally to improve service workflows.

Scheduling & Patient Services Coordinator – Aspen Dental, Tulsa, OK (Nov 2023 – Aug 2024)

- Managed scheduling, insurance verification, and patient coordination.
- Improved scheduling accuracy and reduced administrative bottlenecks.

Package Creation Lead & Inventory Operations Coordinator – Song Shanksy LLC (Jul 2021 – Nov 2023)

- Delegated team tasks and maintained inventory control systems.
- Reduced operational downtime through proactive supply monitoring.

Corporate Knowledge Administrator – Walmart Inc. (Sep 2008 – Jun 2021)

- Managed corporate knowledgebase systems and secure data access.

- Identified workflow gaps and implemented cost-saving improvements.
- Collaborated across departments to improve internal communications.

EDUCATION

High School Diploma – Rogers High School, Rogers, AR