KAYLA J. TUCKER

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EXECUTIVE SUMMARY

Detail-oriented and analytical professional with strong problem-solving skills and a passion for data analysis and operations management. Proven ability to optimize workflows, manage teams, and utilize data-driven insights to enhance decision-making. Highly organized and results-oriented, with a track record of leadership, efficiency, and customer service excellence.

EDUCATION

OLD DOMINION UNIVERSITY   **Expected May 2025**
Bachelor of Science, Computer Science   Norfolk, VA

- Cumulative GPA: 3.52; Dean's List (Fall '21, Spring '22, Fall '22, Spring '24, Fall '24)
- Relevant Coursework: Data Structures/Algorithms, Professional Workforce Development, Operating Systems, Algorithms, Statistics

PROFESSIONAL EXPERIENCE

OLD DOMINION UNIVERSITY RECREATION & WELLNESS – MEMBERSHIP   **December 2021 - Present**
Membership Engagement Specialist   Norfolk, VA

- Manage and analyze facility data to optimize business decisions and promotional strategies.
- Conduct audits of membership records and attendance trends across three facilities, serving 2,000+ daily visitors driving targeted marketing efforts and operational improvements.
- Oversee scheduling, training, and service delivery for a team of 40+ student workers, ensuring excellent customer service.
- Manage membership sales, leveraging CRM tools to track performance metrics and identify growth opportunities, increasing revenue.

OLD DOMINION UNIVERSITY RECREATION & WELLNESS – FACILITIES   **May 2024 - Present**
Facility Manager   Norfolk, VA

- Direct daily operations of three recreation facilities, ensuring safety, compliance, and seamless functionality for 2,000+ daily visitors.
- Led staff training and risk management initiatives for 25+ student workers, maintaining high operational standards.

PROFESSIONAL ACTIVITIES AND LEADERSHIP

THE GOOD GIRL MOVEMENT   **February 2022 - Present**

- Engage in mentorship and advocacy programs aimed at empowering women in professional and personal development.

SOFTWARE DEVELOPMENT PROJECT – JAVA   **August 2023 – December 2023**

- Developed and implemented a personal name extraction system for a CS350 Software Engineering group project, leveraging dictionaries, gazetteers, and shingling techniques to identify names within text. Improved text analysis accuracy by 70% by optimizing contextual word mapping and positional reference checks.

AWARDS & RECOGNITION

- Employee of the Month – ODU Recreation & Wellness (Facilities Department) (August 2024)
- Employee of the Month – ODU Recreation & Wellness (Membership Department) (April 2023).
- Scholarship recipient sponsored by the Norfolk School Board, supporting first two years at ODU.