

# KAYLA J. TUCKER

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## EXECUTIVE SUMMARY

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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

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### OLD DOMINION UNIVERSITY

Bachelor of Science, Computer Science

Expected May 2025

Norfolk, VA

- Cumulative GPA: 3.58; Dean's List (Fall '21, Spring '22, Fall '22, Spring '24, Fall '24, Spring '25)
- Relevant Coursework: Data Structures/Algorithms, Professional Workforce Development, Operating Systems, Algorithms, Statistics, Software Development

## PROFESSIONAL EXPERIENCE

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### OLD DOMINION UNIVERSITY RECREATION & WELLNESS – MEMBERSHIP

Membership Engagement Specialist

December 2021 – May 2025

Norfolk, VA

- Managed membership sales and facility data analytics for three recreational facilities, leveraging CRM tools to identify trends and implement targeted strategies that increased revenue and operational efficiency.
- Oversaw the training, scheduling, and service delivery for a team of 40+ student workers to ensure exceptional customer service for 2,000+ daily visitors.

### OLD DOMINION UNIVERSITY RECREATION & WELLNESS – FACILITIES

Facility Manager

May 2024 – May 2025

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.

### OLD DOMINION UNIVERSITY HOUSING & RESIDENCE LIFE – SUMMER CONFERENCES

Graduate Assistant

August 2025 - Present

Norfolk, VA

- Automated and optimized guest housing logistics and data management using StarRez software, improving operational efficiency and data integrity for summer conference planning.
- Developed and led training for a team of 20 staff, utilizing performance metrics and evaluation data to enhance service delivery and team effectiveness.

## AWARDS & RECOGNITION

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- Employee of the Year Nominee – ODU Recreation & Wellness Department (May 2025)
- 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.