

MYA WALKER

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SUMMARY

Results-oriented Operations Specialist with over 5 years of experience in operational support, project management, data analysis, and community engagement. Adept at driving efficiency through process improvements, training, and cross-functional collaboration. Skilled in administrative support, vendor relations, and grant management.

EXPERIENCE

Alma

Operations Associate

REMOTE

Aug 2021 - Present

- Spearhead comprehensive training sessions for 20+ operations associates and leadership members, refining instructional L&D materials and outcomes (Guru, Figma)
- Improve operational efficiency for startup and drive positive provider experience by conducting daily quality assurance and troubleshooting (contribute to 90% KR metric growth Q1 2024)
- Launched 2023 employee demographic and culture programming surveys with the DEI committee to inform DEI strategy and improve employee satisfaction
- Manage vendor relations and process full lifecycle credentialing processes: Onboarding, cross-functional collaboration, and offboarding providers

UT MD Anderson Cancer Center

Research Data Coordinator

HOUSTON, TX

Aug 2019 – Aug 2021

- Implemented standard operating procedures (SOP), trained staff on research processes and data systems to support expansion and ensure compliance
- Partnered with investigators to boost survey study accruals resulting in 3,000+ patient participation while managing study databases and conducting data quality audits
- Maintained project status updates to inform leadership and improve decision-making

Sam Houston State University

Executive Assistant

HUNTSVILLE, TX

May 2016- May 2019

- Produced and distributed comprehensive grant research activity to stakeholders and division leaders (Excel)
- Coordinated cross-departmental event materials, workshops, and professional development
- Amplified online presence by implementing targeted social media strategies and trends (Twitter and Facebook engagement +40%)

INTERNSHIP

The FRESH Classroom by Stephanie Boyce

Social Media Strategist Intern

HOUSTON, TX

Feb 2018 – Aug 2018

- Drove a six-month follower growth for Twitter (+82%), Instagram (+92%), and Facebook (+78)
- Reversed underperformance of social accounts and email (Mailchimp) by curating, scheduling, and optimizing audience engagement and outreach
- Implemented strategic campaign for client communications, crisis management, and marketing collateral for 2018 winter writing workshop for educators

EDUCATION

SAM HOUSTON STATE UNIVERSITY

Bachelor of Science, Psychology - Minor: Mass Communication & Dance

HUNTSVILLE, TX

SKILLS & CORE COMPETENCIES

Project Management & Coordination • Leadership & Team Management • Vendor Relations • Training and Onboarding • Strategic Planning • Process Improvement • Data Analysis & Reporting • Change Management • Communication & Collaboration • Cultural Competency • Adobe Creative Suite / Microsoft Suite • CMS/Intelligence—Figma, Guru, Looker • Microsoft Suite • CRM – Salesforce, Calendly, Zendesk, Asana