

GABRIELLE MCKAY

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OPERATIONS SPECIALIST with more than five years of experience handling a wide array of duties for **healthcare, housing, and insurance** organizations including **data analysis, customer engagement, sales, and project management**. **Hard-working problem solver** with a track record of developing **innovative and sustainable** solutions to complex issues, driving **organizational success**. **Energetic professional** bringing a **positive attitude** to the workplace, uplifting colleagues and sustaining strong **client relations**. **Dedicated team player** committed to helping teammates achieve goals in **fast-paced environments**.

AREAS OF EXPERTISE

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|--------------------------------|---------------------------|---|
| ✓ <i>Operations Management</i> | ✓ <i>Client Relations</i> | ✓ <i>Process Improvement</i> |
| ✓ <i>Data Collection</i> | ✓ <i>Problem Solving</i> | ✓ <i>Cross-Functional Collaboration</i> |
| ✓ <i>Customer Service</i> | ✓ <i>Data Analysis</i> | ✓ <i>Presentation Skills</i> |

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Help at Home – Remote Engagement Coordinator

09/2022 – 12/2024

- Sustained **efficient operations** for an in-home care provider by supporting field staff and corporate teams in meeting **performance goals**, providing **customer service** for both clients and caregivers, and launching call campaigns to introduce new programs that increased caregiver **engagement** by 50%.
- Directed **data collection**, gathering information via client and caregiver surveys and performing **analysis** in **Excel** to generate **actionable insights** that supported **data-driven decision-making**.
- Spearheaded **process improvements**, creating scripts and workflows for **communication** with clients and caregivers to strengthen **efficiencies**.
- Partnered with health insurance companies such as Molina to close gaps in care, facilitating the scheduling of clients for vaccines, annual check-ups, and dental appointments and presenting progress in the weekly market meeting for Pennsylvania and Illinois.
- Showcased **flexibility, versatility, and adaptability** by contributing to numerous **enterprise-level projects**, including participation in pilots and implementation of new software tools.
- Built engaging **marketing communications** that improved **client retention** and caregiver satisfaction.

STYL Residential at Magnolia Capital – Chicago, IL Leasing Operations Coordinator

06/2022 – 09/2022

- Meticulously screened applicants by verifying documents, calculating income, and ensuring application completeness and **quality**.
- Demonstrated **attention to detail** and **organization skills** in maintaining precise records of all **communications** and issuing prompt, accurate move-in **documentation**.
- Conducted **audits** and updated renter's insurance records for both new and existing residents.

Kemper Insurance Company – Chicago, IL Licensed Insurance Agent

04/2021 – 12/2021

- Assisted policyholders with claims and provided comprehensive **administrative services**, customizing and managing insurance policies to deliver **tailored solutions** for clients that ensured satisfaction.
- Coordinated with claim adjusters, the Secretary of State, and underwriting teams to resolve complex issues in a **fast-paced environment**.

Previous Experience: **Standfast Group** – Account Development Representative/Business Development Representative

EDUCATION **Highschool Diploma:** Westinghouse College Prep

CERTIFICATIONS *Pursuing* Grow with Google: **Data Analyst** Certification

PROFICIENCIES **Microsoft Office** | **Salesforce** | **Sales Navigator** | **RealPage** | **Airtable** | **Canva**

LANGUAGES **English** (*Native*) | **Spanish** (*Proficient*)