

# GAYLE TAYLOR

INDUSTRIAL ENGINEERING STUDENT

## CONTACT

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## PROFILE SUMMARY

Emerging Industrial Engineer with experience in higher education and healthcare, driven to improve systems that support people and organizations. Proven ability to design and deliver training, lead retention initiatives, and build efficient workflows that achieve measurable results. Known for strong communication, adaptability, and a commitment to fostering success across diverse groups.

## EDUCATION

**UNIVERSITY OF ARKANSAS**  
2025- Expected 2029

- B.S.I.E.O.A Industrial Engineering and Operations Analytics

**JOHN BROWN UNIVERSITY**  
2020-2021

- Masters of Science in Organizational Leadership
- GPA: 3.8 / 4.0

## SKILLS

- Process Improvement & Systems Thinking
- Presentations & Public Speaking
- Leadership & Training Development
- Collaboration and Stakeholder Engagement
- Data-Driven Decision Making
- Communication & Advocacy

## WORK EXPERIENCE

**University of Arkansas, College of Engineering** 2023-PRESENT  
Academic Coach

- Provide one-on-one coaching to enhance students' skills in time management, studying, finals preparation, goal setting, and overall wellness.
- Conducted over 220 student coaching meetings in Spring 2025, supporting academic recovery and long-term success.
- Achieved measurable results with a 97% success rate in academic standards appeals in 2024 and a current 94% success rate in 2025.
- Designed and facilitated new training programs including Peer Mentoring Conversations and RDI Goal Setting.
- Piloted an Engineering Wellness class (Spring 2024) covering emotional intelligence, work-life balance, wellness, and networking. Program adopted for two additional semesters based on student demand and outcomes.
- Taught University Perspectives for one semester, guiding first-year students through academic and personal transitions.
- Updated and delivered ECAP presentations on assertiveness, networking, and academic success strategies.
- Presented in orientation sessions, parent/supporter sessions, student holding rooms, and transfer initiatives, adapting content for varied audiences.
- Recognized as the 2024-2025 Staff Career Advocate of the Year by the Career Connections Office.
- Poster presentation accepted at the Baum Teaching Workshop (Aug 2025) on data-driven findings related to retention, student success, and the role of relationships in building resiliency.

**Summit Community Care** 2021-2023  
Registration Specialist

- Managed service delivery for 50-60 clients across Washington and Benton counties, developing comprehensive service plans and tracking outcomes.
- Coordinated care across physicians, specialists, and insurers, ensuring process efficiency and seamless communication in high-stakes healthcare environments.
- Advocated for members beyond healthcare, securing resources such as housing, food, utilities, legal needs, clothing, and more.

**Arisa Health** 2018-2020  
Registration Specialist

- Streamlined multi-county intake processes by coordinating billing, mental health providers, and program administrators.
- Case Manager under TCS and Title XX grants, ensuring equitable access to counseling for uninsured families.
- Supported customer service operations, improving scheduling and front desk workflows across multiple departments.

## PROFESSIONAL DEVELOPMENT

- Research Travel Grant – National Symposium on Student Retention (2024)
- College Life Coaching Conference, FSU (2024)
- Certified Professional Life Coach (2024)
- Microsoft Excel Training, Part 2 (2025)
- CPR & Mental Health First Aid (2025)
- CE-CERT Trauma-Informed Training (2025)