

# EMMA C. HICKS

linkedin.com/in/emmahicks97

## EDUCATION

### VANDERBILT UNIVERSITY

Nashville, TN

#### OWEN GRADUATE SCHOOL OF MANAGEMENT

Master of Business Administration Candidate, May 2025

- Concentrations: Strategy & Human and Organizational Performance
- Scholarship: Forté Fellow (30% tuition coverage)
- Leadership: Executive Vice President of Owen Student Government Association, President of Net Impact Club, Lead Communications Fellow, Board Fellow

### UNIVERSITY OF UTAH

Salt Lake City, UT

Bachelor of Science in Social Work; Minor in Political Science, May 2021

- Major GPA: 3.65, Dean's List
- Scholarship: Homecoming Royalty 2021 (50% tuition coverage)
- Leadership: Student Government Representative of College of Social Work; Treasurer for Assembly of Representatives (30-50% paid tuition)

## EXPERIENCE

### BELONG HOME

Draper, Utah

Jan. 2023 - Mar. 2023

*Customer Success Manager*

- Led the project management of a revolving book of 60-70 homes in Belong's property management network by tracking, scheduling, forecasting, and billing maintenance of onboarding homes and promoting retention of service contracts
- Maintained relationships with 200+ homeowners and residents to contribute to key KPIs of individual and company NPS scores, year-over-year retention rates, and repair report costs

Nov. 2022 - Jan. 2023

*Operations Associate*

- Implemented the successful operational model of the second largest market in-network, achieving a 40% gross profit margin (approx. \$1.9M month over month) by methodically scheduling, negotiating, and billing maintenance costs

Aug. 2022 - Nov. 2022

*Onboarding Associate*

- Owned the P&L of a consistently revolving book of 25-30 homes being onboarded into Belong's fastest growing market (Los Angeles, CA)
- Secured the first stream of revenue to in each home onboarded, using combined skills of successful sales, project management, and customer service, at an average of \$3,400 per home

Sep. 2021 - Aug. 2022

*Member Support Team Lead*

- Trailblazed the member support team as hire number one, leading the team's growth from one onshore representative to seven by training and expanding knowledge and bandwidth in under seven months
- Managed the team's success measurements by improving SLAs, CSATs, and QA for customer interactions through weekly coaching sessions with seven onshore and over 20 offshore representatives

Jan. - May

2017 - 2019; 2023

### OUELESSEBOUGOU ALLIANCE

Salt Lake City, Utah

*Seasonal Event Coordinator*

- Organized the annual galas and auctions over four years with attendance numbers between 300-600 guests, which raised an average of \$150k/year for the Malian non-profit organization
- Collaborated with local businesses to attain in-kind donations, including private stays in Hawaii to dinner at a local restaurant, and marketed the event with an eye toward retention and future gala success

Jan. 2017 - May 2019

### VAIL RESORTS

Park City, Utah

*Product Sales & Services Team Lead*

- Supported a team of 10-15 call center agents in Park City Mountain, the largest resort within Vail Resorts, auditing daily P&Ls of team members, training new trainees, acting as a subject matter expert

## ADDITIONAL

### Interests

- Politics (Selected as U.S Senate Intern, Office of Sen. Mitt Romney | Summer 2020, though canceled due to COVID-19 Pandemic)
- Volunteer work at Special Olympics (100+ hours), Primary Children's Hospital (200+ hours), humanitarian projects in Fiji/Tonga and Mali (2+ weeks each), and LDS Church (200+ hours)