

TIMM HORTON



LEADERSHIP | PEOPLE OPS & HR
MARKETING | ACCOUNT MANAGEMENT

CONTACT



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www.linkedin.com/in/timmhorton



www.timmhorton.com

SUMMARY

People-centered professional with 20+ years of experience in leadership, talent acquisition, employee development, and customer relations. Skilled in recruiting coordination, stakeholder communication, systems improvement, and cultivating healthy team cultures. Adept at balancing empathy with operational excellence in fast-paced environments.

SKILLS

PROFESSIONAL

- Talent Acquisition & Recruiting
- Client Relationship Management
- Process & Systems Improvement
- Social Media & Employer Branding
- Troubleshooting & Issue Resolution
- Training & End-User Support
- Communication & Conflict Resolution

EDUCATION

DALLAS BAPTIST UNIVERSITY

BA in English Studies

2005 - 2009

MINISTRY LICENSE

Assemblies of God

2005 - 2009

EXPERIENCE

ASSOCIATE PASTOR

More Church | 2010 - Present

- Planted and grew church to average weekly attendance of 1000+ in physical and online attendance.
- Direct oversight over ministries, staff, and volunteers.
- Built healthy team culture through clear communication, trust-building, and leadership development.

TALENT ACQUISITION SPECIALIST

Mouser Electronics | 2021 - 2023

- Supported end-to-end recruiting efforts by screening candidates, conducting interviews, and maintaining ATS.
- Partnered with hiring managers to ensure smooth interview processes and positive candidate experiences.
- Built relationships with schools and community partners to strengthen long-term talent pipelines.

CUSTOMER DEVELOPMENT | 2020 - 2021

- Managed strategic accounts by identifying needs, resolving issues, and building long-term partnerships.
- Used data and research to provide solutions that increased retention and customer satisfaction.
- Increased account package revenue from \$500k to over \$5 million annually in first year.

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EXPERIENCE

EXECUTIVE RELATIONS

Southwest Airlines | 2015 - 2017

- Represented the Executive Office in resolving complex employee and customer concerns.
- Utilized empathy, policy awareness, and clear communication to de-escalate sensitive situations.

OPERATIONS SPECIALIST

Apple, Inc. | 2014 - 2016

- Coordinated with external vendors to maintain operational excellence across facilities and technology.
- Supported streaming and event technology, facilitating seamless operations for various initiatives at Apple.

TRAINING DIRECTOR

Chick-fil-A | 2007 - 2011

- Directed training initiatives for staff and volunteers on technology systems and best practices.
- Managed the end-to-end hiring process and training of new team members.
- Developed standard operating procedures to enhance operational efficiency at Chick-fil-A Restaurants.