

GEORGE VAUGHAN

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EDUCATION

THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Austin, TX

May 2028

Master of Business Administration (MBA), Energy Finance

- Energy Finance Group member

TEXAS TECH UNIVERSITY, Rawls College of Business, Lubbock, TX

December 2020

Bachelor of Business Administration (BBA) in Information Technology, Business Analysis

- Graduated Magna Cum Laude
- Awarded Data Analytics, Undergraduate Certificate

EXPERIENCE

MANHATTANLIFE, Houston, TX

2021 - 2026

Nationwide insurance provider that offers individual life, supplemental health, annuities, and employer group benefits

Enrollment Support Manager (2025 - 2026)

- Executed root-cause analysis for high-severity platform outages and system slowdowns, briefing executive leadership on preventative architecture strategies to prevent future incidents
- Optimized deal conversion for sales leadership by developing a unified intake workflow driven by API integrations, allowing partners to instantly enroll clients in policies externally
- Partnered with IT leadership to plan and implement infrastructure improvements, ensuring high availability for revenue-generating enrollment systems to drive business growth
- Directed a team of four responsible for resolving enterprise technology issues, prioritizing critical business needs and coordinating cross-functional changes to improve efficiency of core systems
- Launched the rollout of a new live chat system, enhancing daily operational workflows for Customer Service teams

Support Analyst II (2024 - 2025)

- Diagnosed and remedied complex data discrepancies across interconnected systems using SQL, JSON, and DevTools, partnering with stakeholders to rapidly deploy feature modifications
- Developed ad-hoc reports using SQL and Power Query to audit and evaluate the performance of business partners and system implementations for use by operations and sales
- Scaled enrollment platform API integrations with external partners, collaborating with developers to streamline data exchange and expand system capabilities
- Led the development and end-to-end (E2E) testing of custom data flows, providing external partners with policy reports ensuring operational transparency
- Elevated team productivity by equipping members with new technical skills and troubleshooting methods, magnifying the team's ability to detect system defects

Support Analyst I (2021 - 2024)

- Streamlined high-volume enrollment file processing by troubleshooting complex electronic data interchange (EDI) translation bottlenecks alongside cross-functional teams and external vendors
- Audited core enrollment features against leadership requirements to ensure strict regulatory compliance, driving change management protocols to mitigate business risk
- Directed incident communication and root-cause analysis for data pipeline failures within enrollment processing systems, minimizing defects

ADDITIONAL

- **Technical Skills:** API Integrations, Relational Databases, Microsoft Excel, SQL, JSON, Power Query, Tableau, XML
- **Community Involvement:** Created a social running club of 1st Year MBA students that meets on Saturday mornings
- **Personal Interests:** Antiquing, Baseball, Fishing, Distance Running, Strength Training, Thrifting