ERICKA PARKER, MBA

PLANNING & PERFORMANCE ANALYST | BUSINESS OPERATIONS

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PROFESSIONAL SUMMARY

MBA-qualified business operations and performance professional with 10+ years of experience supporting financial reporting, planning, process improvement, and cross-functional program execution in complex regulated environments. Brings current energy-sector billing experience, advanced Excel, Power BI, SAP, budget and variance analysis, KPI reporting, and a record of translating operational data into clear recommendations for leadership.

30%	$750K	$578,182	50+
Efficiency improvement	Annual budget managed	October 2026 invoices processed	Initiatives coordinated annually

CORE CAPABILITIES

Financial Reporting & Variance Analysis • Advanced Excel • Power BI • KPI & Performance Reporting • Planning & Forecasting • Energy-Sector Billing • Process Improvement • Program Management • Root Cause Analysis • Executive Presentations • SAP • Cross-Functional Coordination

PROFESSIONAL EXPERIENCE

Billing Administrator | AmSpec | Houston, TX **Aug 2026–Present**

- Manage billing for laboratory testing, inspection, and analytical services supporting energy, chemical, and industrial customers; processed $384,664 in invoices for September 2026 and $578,182 for October 2026.
- Review service records, billing requirements, pricing support, and customer documentation; investigate discrepancies and coordinate resolutions with operations, laboratory, and administrative teams.
- Use structured tracking and validation practices to support accurate revenue capture, timely invoicing, and visibility into high-volume customer activity.

Administrative Professional | Robert Half Contract Assignments | Houston, TX **Oct 2025–Aug 2026**

- Supported election and office operations through accurate documentation, schedule coordination, data entry, customer interaction, issue resolution, confidentiality, and changing operational priorities.

Program Manager | MD Anderson Cancer Center | Houston, TX **2022–2025**

- Partnered with business leaders and cross-functional teams to clarify operational needs, document requirements, evaluate workflow and technology options, and convert approved ideas into actionable plans, milestones, and ownership.
- Managed a portfolio of concurrent initiatives spanning operations, finance, HR, workforce planning, and technology; maintained governance records, risks, dependencies, status updates, and executive decision materials.
- Managed a $750K annual budget with monthly forecasts, variance analysis, expenditure controls, resource planning, and cost-benefit considerations supporting leadership prioritization.
- Improved operational efficiency by 30% through workflow analysis, root-cause review, standardized processes, SOPs, training resources, and adoption support.
- Supported enterprise system implementations by providing business requirements, coordinating testing and issue resolution, preparing users, and partnering with technical teams through rollout and adoption.
- Prepared and presented KPI, financial, risk, and progress reporting to leadership, translating complex findings into clear recommendations and next steps.

Program Coordinator | MD Anderson Cancer Center | Houston, TX **2019–2022**

- Coordinated project intake, schedules, documentation, stakeholder communications, implementation activities, and KPI monitoring across multiple operational workstreams.
- Facilitated collaboration across departments to streamline workflows, strengthen service quality, and support organizational change and continuous improvement.

Senior Administrative Assistant | MD Anderson Cancer Center | Houston, TX **2014–2019**

- Delivered confidential executive and operational support, including complex calendars, travel, expenses, meeting logistics, correspondence, HR coordination, financial workflows, and executive follow-through.

ADDITIONAL EXPERIENCE

Patient Access Specialist III Team Lead | Kelsey-Seybold Clinic | Houston, TX **2013–2014**

- Supervised 14 employees and coordinated staffing assignments, workload distribution, appointment access, and coverage for a 16-person operation while using service metrics to resolve escalations and improve performance.

Patient Access Specialist Emergency Department | San Jacinto Methodist Hospital | Baytown, TX **Oct 2008–Mar 2009**

- Supported emergency-department registration, insurance verification, financial documentation, and coordination with clinical teams in a time-sensitive environment.

401k Daily Administrator and Health Customer Service Representative | American National Insurance Company | Galveston, TX **1998–2008**

- Performed retirement-plan administration, reconciliations, reporting, account review, compliance documentation, issue resolution, and high-volume customer support.

PLANNING PERFORMANCE AND ANALYSIS HIGHLIGHTS

- Translated billing, budget, operational, and KPI data into clear status reporting, variance explanations, leadership recommendations, and actionable next steps.
- Applied structured discovery and root-cause analysis to distinguish process, training, reporting, and technology needs, then documented recommendations, ownership, and implementation steps.
- Supported business and technical alignment during enterprise implementations by clarifying user needs, coordinating validation and testing, tracking issues, preparing communications, and reinforcing adoption.

TECHNOLOGY AND ANALYTICS

Analytics and Reporting	Advanced Excel, Power BI report interpretation and KPI monitoring, OBIEE, performance analytics, executive reporting, budget and variance analysis
Enterprise Systems	SAP, Workday HCM, Oracle, PeopleSoft, Salesforce, Epic, Kronos, Workforce Software, ADP, OneStream
Program Delivery	Microsoft Project, Smartsheet, SharePoint, Microsoft Teams, Microsoft 365, Agile methodology knowledge, requirements documentation, testing and adoption support
AI and Productivity	Microsoft Copilot, ChatGPT, Google AI Essentials, AI-assisted research, knowledge synthesis, process documentation, workflow optimization

EDUCATION AND PROFESSIONAL DEVELOPMENT

Master of Business Administration | West Coast University | 2024

Bachelor of Business Administration | West Coast University | 2023

Google AI Essentials, 2025 • Process Improvement Foundations, 2024 • Project Management Fundamentals, 2019 • Cybersecurity Threat Vectors and Mitigation, 2026 • Diversity and Inclusion in a Global Enterprise, 2021

Texas Notary Public | Commission expires October 2028