

ERICKA PARKER, MBA

EXECUTIVE INTEGRATOR | OPERATIONAL LEADER

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Operational leader and executive partner with 10+ years of experience connecting people, processes, systems, and leadership priorities across complex, highly regulated environments. Experience spans program and business operations, executive support, process improvement, team leadership, financial stewardship, enterprise systems, and cross-functional execution. Known for creating structure where processes are evolving, translating operational needs into practical solutions, and helping teams move work forward.

CORE STRENGTHS

Program & Business Operations • Executive Partnership • Process & SOP Development • Budget Stewardship • Cross-Functional Leadership • Scheduling & Capacity Planning • KPI & Executive Reporting • Enterprise Systems & Technology Enablement

PROFESSIONAL EXPERIENCE

Administrative Professional | Robert Half (Contract Assignment) Oct 2025–Present

- Provide administrative and operational support for election and office assignments, maintaining accurate documentation, records management, confidentiality, and process compliance.
- Coordinate scheduling, document preparation, data entry, customer interactions, and issue resolution while supporting changing operational priorities.
- Partner with cross-functional teams to maintain service quality, workflow continuity, and accurate handling of sensitive records.

Program Manager | MD Anderson Cancer Center 2022–2025

- Built and standardized core program operations from the ground up, establishing workflows, SOPs, financial controls, onboarding practices, and governance processes while supporting ongoing program delivery.
- Managed a \$750K annual program budget, including forecasting, variance analysis, financial reporting, resource planning, and adherence to grant and contractual spending requirements.
- Reduced processing time and rework by analyzing departmental workflows, identifying process gaps, and developing standardized SOPs for travel and reimbursement activities.
- Developed KPI and executive reporting to support decision-making, performance monitoring, resource planning, and continuous improvement.
- Led cross-functional initiatives spanning HR, operations, finance, workforce planning, technical teams, and executive leadership while balancing priorities, risks, dependencies, and stakeholder expectations.
- Supported enterprise technology implementations through requirements input, testing, rollout, adoption, process optimization, and coordination between business and technical teams.
- Directed governance activities including milestone tracking, issue resolution, risk management, executive meetings, strategic planning sessions, and stakeholder communications.
- Developed onboarding, training, and operational-readiness practices and mentored staff on program execution, processes, and continuous improvement.

Program Coordinator | MD Anderson Cancer Center 2019–2022

- Coordinated concurrent operational initiatives, project documentation, schedules, stakeholder communications, and implementation activities aligned with departmental and executive priorities.
- Supported portfolio governance, KPI monitoring, reporting, change management, and process improvement across cross-functional initiatives.
- Collaborated across departments to streamline workflows, improve service quality, and strengthen organizational effectiveness.

Patient Access Specialist III Team Lead | Kelsey-Seybold Clinic 2013–2014

- Supervised 14 team members and coordinated daily staffing, workload distribution, appointment scheduling, and coverage to maintain service continuity in a high-volume environment.
- Improved scheduling and calendar coordination by balancing appointment requirements, staff availability, breaks, workload capacity, and operational priorities.
- Used service metrics and performance data to identify scheduling needs, resolve escalations, and support customer experience, onboarding, coaching, and employee development.

Patient Access Specialist – Emergency Department | San Jacinto Methodist Hospital

Oct 2008–Mar 2009

- Supported emergency-department registration, insurance verification, demographic updates, and financial documentation while coordinating with clinical staff to maintain timely patient access.
- Maintained accuracy, confidentiality, and responsive customer service in a fast-paced clinical environment.

401(k) Daily Administrator / Health Customer Service Representative | 1998–2008

American National Insurance Company

- Supported retirement-plan administration, reconciliation, reporting, account review, issue resolution, compliance documentation, and high-volume benefits/customer inquiries.
- Partnered with internal stakeholders to maintain process accuracy, timely service delivery, and customer-focused resolution of account and benefits issues.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Business Administration (MBA), West Coast University, 2024

Google AI Essentials (2025) • Cybersecurity Threat Vectors and Mitigation (2026) • Process Improvement Foundations (2024) • Diversity & Inclusion in a Global Enterprise (2021) • Project Management Fundamentals (2019) • Texas Notary Public (expires Oct 2028)

TECHNOLOGY & ANALYTICS

Analytics & Reporting	Advanced Excel, Power BI, KPI Reporting, Performance Analytics, Executive Reporting, Budget & Variance Analysis
Enterprise Systems	SAP, Workday HCM, Oracle, PeopleSoft, Salesforce, Epic, Kronos / Workforce Software, ADP, OneStream, OBIEE
Program & Collaboration	Microsoft Project, Smartsheet, SharePoint, Microsoft Teams, DocuSign, Microsoft 365
AI & Productivity	ChatGPT, Microsoft Copilot, AI-Assisted Research, Knowledge Synthesis, Process Documentation, Workflow Optimization