

# Natasha Kumar, SHRM-CP

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## EDUCATION

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### Texas A&M University, Mays Business School

*Master of Business Administration*

GPA: 3.83/4.0

Certificates in Entrepreneurship & Marketing

College Station, TX

December 2024

### The University of Texas at Dallas, Jindal School of Management

*Bachelor of Science in Business Administration*

GPA: 3.99/4.0

Honors: Dean's List

Richardson, TX

December 2022

## EXPERIENCE

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### Kuraray America, Inc.

*Human Resources Intern*

Houston, TX

May 2024 – August 2024

- Achieved a 25% reduction in individual HR ticket submissions by revamping the HR department's SharePoint site to create a centralized service hub that significantly improved information accessibility
- Developed action plans to create a better place to work by analyzing a company-wide employee engagement survey and making recommendations to various levels of leadership
- Supported assurance of benefits equality through establishment of first-ever paternity leave policy while maintaining competitive recruiting strategy by collaborating with multiple HR Centers of Excellence (COE)
- Streamlined hiring processes for four different positions to ensure a lower-than-average time-to-fill ratio and implemented structured interview procedures for multiple departments

### Erik Slaughter State Farm

*Customer Service Representative*

Coppell, TX

March 2023 – June 2023

- Resolved 80+ customer concerns monthly and guided them in filing claims by ensuring clients received clear and concise information while demonstrating strong problem-solving abilities to simplify the claims process
- Increased customer confidence, client base, retention, and satisfaction by providing clients with timely guidance and reassurance after obtaining two insurance licenses in less than four months
- Consulted, educated, and prepared quotes for 50+ current and potential clients on insurance services based on current and future individual/family needs to optimize coverage

### Thrive House Wellness

*Practice Administrator Intern*

Irving, TX

August 2022 – January 2023

- Engaged in employee recruitment process, assuring only candidates who were highly ethical, had appropriate credentials, and were committed to serving patients with empathy were offered positions
- Increased billable hours by 20% and gained substantial practice growth by managing schedules and appointments while handling new patient inquiries for eight clinicians
- Assured patients met financial responsibilities while maintaining consistent cash flow for practice by verifying insurance and preparing billing documentation for about 150 appointments monthly
- Increased practice's partnerships by 30+ professionals by implementing a network expansion strategy for the practice through a community outreach model

## LEADERSHIP

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### MBA Association: Vice President & Student Liaison

- Facilitated communication and provided feedback used to improve experiences for current and future classes while serving as primary point of contact between students and Program Office/Career Management Center
- Increased organization's online following and engagement by 300% by developing and implementing a social media strategy while spearheading the recruitment of 72% of the incoming MBA class to join the organization
- Created a strong sense of community and inclusive culture within the MBA program by leading the planning and execution of social and networking events