

Kurt A. Powers

Account Support and Sales, Customer Success and Support, Recruiter, Writer and Editor, and Sales

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PROFESSIONAL SUMMARY

Self-directed and driven professional with years of experience in account support, customer success, education, HR, recruiting, sales, and writing. Recognized for performance and problem solving through analysis and research. Innovative thinker with a creative and strategic approach to opportunity creation and a strong technology, healthcare, and business acumen. A tech-savvy leader with a proven record of success, dedication to quality, and an outstanding record of communication and organizational skills. Educated in journalism, communications, conflict management, and leadership (B.A. and M.A.).

WORK EXPERIENCE

Senior Healthcare Recruiter

April 2021 – January 2025

Prolink

- Recruited medical staff for various medical facilities with standard and creative plans to meet and exceed expectations per quarter.
- Lead with department-record staffing exceeding previous records and lead the department with increased department revenue.
- Client relations and success planning through meetings with clients to assist with determining steps to take for staffing needs and determine services to provide.
- Meetings with clients and candidates for post-interview reviews, supplied feedback from talent, and discussed details with client regarding interview or on-boarding statuses.
- Cold calling of 50 calls per day to potential applicants.
- Sourced dozens of talent into Bullhorn and other databases weekly before contact.
- Interviewed 12-15 candidates weekly, collected required documents, and checked 2-3 references each.
- Negotiated with candidates for offer details.
- Met with staff for new revenue opportunities and consulted for process improvement.
- Trained, mentored, and created presentations for the education and training of staff.

Admissions Representative

November 2019 – April 2021

South University

- Called 30+ prospective students daily to follow up on degree program questions.
- Consulted with financial aid and gained information and documentation for students.
- Aided students with schedules, and worked with admissions team to confirm all required documents had been received and processed for student to enroll in classes.
- Provided a customer success focus for up to 10 assigned students per month through the admissions process including assistance with obtaining transcripts, diplomas, and other education related documents.
- Addressed student concerns and contacted appropriate education department with any questions or issues with student performance.

Scheduling Representative**January 2017 – April 2019**

Allegheny Health Network

- Scheduled approximately 50 patient appointments per day with their doctors or staff.
- Called and documented calls to patients for required procedures and follow-up appointments in databases and Customer Resolution Management (CRM) software (SalesForce, EPIC, and others).
- Software implementation with upgrades to software in hospital network.
- Helped patients with the scheduling of various routine testing and other medical imaging.
- Furnished patients with required planning, documentation, and care instruction needs for appointments.
- Participated in software conversion plans which covered 100+ computers in hospital offices, documented input of data, and trained on software related to conversion.

Residence Life and Housing Hall Coordinator**December 2015 – January 2017**

Edinboro University of Pennsylvania

- Supervised Resident Assistants and other staff members with daily functions for student housing and other living activities on campus.
- Interviewed potential new staff, and prepared information for hire decision meetings.
- Managed facility needs, personnel needs, addressed performance issues, and delegated tasks for building and special events.
- Time management demonstration and time-keeping for staff.
- Assisted with facilitation of events, lead meetings, and presented educational and work related training in informational meetings for staff.
- Mediated 2 – 3 conflicts weekly between employees, guests, and others on campus.
- Negotiated for facility needs/supplies, and event activities.
- Conducted research into costs and prepared information for budget discussions and plans.
- Documented, investigated, and issued sanctions for students and non-students for various violations per campus policy violation guidelines.
- Organized weekly meetings, developed presentations, and planned projects for residents and staff to improve resident experience.
- Participated in the design and facilitation of the hiring process for Resident Assistants.

Substitute Teacher (Part-Time and Temporary)**September 2014 – January 2017**

Kelly Services

- Instructed students as a substitute for elementary, middle school, and high school classes.
- Supervised and educated per lesson plans provided at Erie School (Erie, PA), Erie County Technical School (Erie, PA), and Fort LeBoeuf School District (Waterford, PA).

Sales and Technical Support Representative**August 2009 – March 2012**

Suddenlink Communications

- Provided technical support to customers regarding their phone, cable, and internet services which included Windows, IOS/Iphone, and Android related basic technical support.
- Sold products for new installations of services and upgrades through inbound and outbound calls.
- Recognized for sales and customer support.

Writer, Reporter, Photographer**June 2008 – July 2009**

Albion and Edinboro News

- Reported and researched information important to the Albion and Edinboro community for weekly newspaper which included the coverage of city and township meetings, business events, entertainment venue topics, public demonstrations, and local education topics.
- Photography for weekly stories, edited stories, and worked on layout with QuarkXpress.
- Scheduled and conducted interviews of community, business leaders, and public officials.
- Demonstrated journalism ethics and skills with news, interviewing business and public leaders, and sharing information with public through reports.

Writer, Editor**June 2006 – December 2008**

Edinboro University of Pennsylvania

- Reported and revised 10+ stories for publication each week for weekly college newspaper.
- Supervised up to five (5) reporters as an editor for college newspaper.

Systems Specialist**January 2001 – August 2005**

AG Aegis Company, Inc.

- Maintained and inventory of hardware and software for all 25 – 30 company devices which included laptops, computers, printers, and more (Windows, Linux, Novell).
- Modified website for updates on company services and directory.
- Implemented new computer network for company with configuration of MS 2003 Server.
- Software implementation with upgrades and changes to network.
- Managed users in active directory through connected network of computers using Microsoft software including MS Windows, 2003 Server, NT, XP, and Novell.
- Assisted with technology budget planning, presentation development, and research.
- Provided customer first support with customer success plans and interactions for products and services offered which included scanned and indexed MSDS and other documents.
- Inventory of products for clients from invoices.
- Document scanning, data entry, and answering calls from customers and vendors.

EDUCATION

Bachelor of Arts (BA) in Communications and Journalism, Edinboro University of PA

Edinboro, PA

Master of Arts (MA) in Communications, Leadership in Conflict Management, Edinboro University of PA

Edinboro, PA

Master of Arts (MA) in Liberal Studies, University of North Carolina

Wilmington, NC

SKILLS

Technical Skills: CRM Software (Salesforce, Bullhorn, Epic) • Office productivity software including Google Docs, LibreOffice, Microsoft Office (Excel, Outlook, Word, etc), and related office software and equipment • Operating Systems (Windows, Linux) • Software Implementation • Technology, Technical Support, and Troubleshooting • **Other Skills:** Account Management • Attention to Detail • Budgeting • Calendar Management • Client Relations • Conflict management • Customer Success • Data management • Documentation • Editing • Education and Instruction • Interviewing • Leadership • Mediation • Negotiation • Organizational skills • Presentation Development • Process Improvement • Public speaking • Quality Control • Research • Sales • Stakeholder Communication • Time Management • Typing (65+ WPM) • Workflow Optimization • Writing