

NaTivia Monique Esson, MSML, CAPM®

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PROFESSIONAL SUMMARY

Strategic and solutions-driven professional with a Master of Science in Management and Leadership and a strong foundation in continuous improvement, process optimization, and change management. Experienced in analyzing workflows, documenting procedures, and implementing data-informed solutions that enhance efficiency, accuracy, and cross-functional collaboration. Skilled in translating complex operations into clear, scalable systems that drive operational excellence and sustainable organizational growth.

CERTIFICATIONS: CAPM® (Project Management Institute), Six Sigma Green Belt, Asana Certified Workflow Specialist

WORK EXPERIENCE

AMAZON OPERATIONAL STRATEGY & PEOPLE ANALYTICS EXTERN

Extern.com - Amazon Partner | Remote | October 2025 – December 2025

CONTEXT: Project-based externship focusing on workforce analytics and operational excellence for Amazon Fulfillment Centers, supporting data-driven operational improvements at scale.

EXECUTION & RESULTS:

- Analyzed 200+ qualitative employee feedback records using Python and Google Colab to perform a root cause analysis (5 Whys), identifying the primary driver of 150% annual turnover in fulfillment centers.
- Designed a zero-cost process intervention targeting critical people operations challenges, leveraging existing tools to eliminate the need for new software investment or corporate policy overhaul.
- Established measurable KPIs for a 6-week pilot program, including a 30% increase in participation metrics and an 80% positive sentiment target, defining clear timelines and process ownership.
- Delivered a comprehensive executive presentation suite, translating complex data analysis into a strategic slide deck and a detailed project implementation brief for stakeholder buy-in.

CAESARS ENTERTAINMENT (HORSESHOE ST. LOUIS)

Front Desk Agent & Night Auditor | St. Louis, MO | June 2025 – September 2025

CONTEXT: 294-room casino hotel requiring 24/7 operations, high-volume financial transactions, and strict auditing standards.

EXECUTION & RESULTS:

- Provided overnight front desk coverage without supervision, ensuring smooth late-night operations and guest satisfaction in a fast-paced casino hotel environment
- Balanced and audited daily hotel transactions, resolving revenue discrepancies and preparing financial reports for management
- Communicated with Rooms staff and management to relay overnight updates and emerging issues
- Used property management software to update reservations, process payments, and manage room inventory with 100% accuracy
- Managed SharePoint site for internal and guest-facing forms, schedules, and branding materials
- Independently developed and maintained a standardized post-night audit morning brief template, enhancing preparedness for morning and swing shifts and transforming shift handoff communication from verbal-only to systematic and reliable
- Delivered exceptional guest service during high-volume check-ins and check-outs, processing an average of 50 transactions per shift
- Coordinated with housekeeping and maintenance to ensure smooth hotel operations and rapid issue resolution
- Handled guest concerns with professionalism and discretion to maintain brand satisfaction and loyalty

SCALE AI

AI Trainer | Remote | October 2024 – May 2025

CONTEXT: Leading AI data infrastructure company specializing in high-quality training data for large language models.

EXECUTION & RESULTS:

- Trained large language models (LLMs) with text, audio, and image-based prompts by creating a wide variety of prompts aimed at making the model fail and assessing the quality of its outputs
- Created adversarial test cases to identify and document LLM vulnerabilities and edge cases
- Evaluated output quality against established rubrics and provided detailed, structured feedback
- Maintained high accuracy standards across thousands of evaluation rounds, contributing to continuous LLM improvements

SAINT LOUIS UNIVERSITY SCHOOL OF LAW

Communications Assistant | St. Louis, MO | October 2024 – January 2025

CONTEXT: ABA-accredited law school managing external brand messaging across web, social media, and event promotion.

EXECUTION & RESULTS:

- Wrote concise and engaging blurbs about campus events and activities for the SLU LAW website and social media, increasing event visibility and attendance
- Supported the creation of marketing and communication materials for SLU LAW, including promotional graphics, newsletters, and announcements
- Managed content calendar and ensured timely publication of event announcements and program highlights

SHELBY COUNTY GOVERNMENT - JUDICIARY

Summer Judicial Intern | Memphis, TN | June 2024 – July 2024

CONTEXT: General Sessions Criminal Court Division 10 – one of Tennessee's busiest criminal dockets, handling thousands of cases annually.

EXECUTION & RESULTS:

- Interned for the Honorable Judge Greg Gilbert, General Sessions Criminal Court Division 10, gaining exposure to criminal justice proceedings and court administration
- Assisted with case research and documentation to support judicial decision-making
- Supported courtroom operations and administrative case management tasks

BROTHER INTERNATIONAL CORPORATION

Risk, Ethics, and Compliance Intern | Hybrid (Bartlett, TN / Remote) | June 2023 – March 2024

CONTEXT: Multinational consumer electronics manufacturer with global supply chains operating under strict international regulatory frameworks (REACH, RoHS, CMRT, Prop 65).

EXECUTION & RESULTS:

- Implemented a compliance monitoring project by designing a Power BI dashboard to track the status of 74 internal company policies, providing cross-functional teams (e.g., Legal, HR) with clarity on revision timelines, process ownership, and policy scope.
- Streamlined the policy revision process by implementing a continuous improvement framework, reducing the cycle time from 6 weeks to 2 weeks.
- Issued product declarations to third parties and vendors to ensure compliance with environmental, health, and safety regulations (e.g., REACH, RoHS, CMRT, Prop 65), safeguarding the company's regulatory adherence.
- Conducted comprehensive third-party vendor due diligence to mitigate compliance risks pursuant to regulations such as the Foreign Corrupt Practices Act (FCPA).
- Revised the internal, employee-facing social media policy to improve clarity, prevent violations, and protect brand integrity.

SLALOM CONSULTING

Business Advisory Services Consultant Intern | Chicago, IL / Remote | June 2022 – August 2022

CONTEXT: Top-tier management consulting firm engaging with a nationwide retail pharmacy chain navigating the COVID-19 pandemic disruptions while expanding drive-thru immunization services.

EXECUTION & RESULTS:

- Advised a nationwide retail pharmacy chain on parking lot layout optimization for drive-thru immunization services during the COVID-19 pandemic, increasing drive-thru capacity by 35% without requiring structural renovations

- Proposed the creation of an in-app peer social network, AI-powered symptom checker, and rewards program, incentivizing various health activities to enhance user engagement and improve prescription retention
- Proposed UI/UX and security enhancements for a consumer-facing mobile application, including adding a passcode feature to access sensitive health information, resulting in streamlined navigation and improved Net Promoter Scores (NPS) by 12 points
- Collaborated on \$400K RFP, providing research and analysis to senior consultants, demonstrating impact across multiple work streams

DAVITA KIDNEY CARE - REDWOODS LEADERSHIP PROGRAM

Redwoods Sophomore Leadership Summit Participant | Denver, CO | July 2022

CONTEXT: Prestigious leadership development initiative for high-potential, early-career professionals with intensive training, executive mentorship, and peer network building.

EXECUTION & RESULTS:

- Participated in an intensive leadership development program, enhancing strategic thinking, cross-cultural collaboration, and executive presence skills
- Built peer relationships with emerging leaders across healthcare and corporate sectors, establishing mentorship and professional network connections

LYFE HEALTH

Healthcare Research Specialist | St. Louis, MO | November 2021 – May 2022

CONTEXT: Healthcare technology SaaS startup developing an all-in-one personal health management application for electronic medical records (EMR) integration and patient data accessibility.

EXECUTION & RESULTS:

- Analyzed market trends, competitor offerings, customer needs, and regulatory landscape (e.g., HIPAA, data privacy laws) to identify opportunities for product enhancement, expansion, and differentiation
- Utilized findings to inform product roadmap development and enable the startup to gain a competitive edge in the SaaS healthcare technology market
- Created competitive intelligence reports that shaped product prioritization and go-to-market strategy

SKANDALARIS CENTER FOR INTERDISCIPLINARY INNOVATION & ENTREPRENEURSHIP

Innovation Intern | St. Louis, MO | August 2021 – May 2022

CONTEXT: Washington University Center managing database of 1,000+ university-affiliated entrepreneurs, providing mentorship, resources, and programming to support entrepreneurial ventures.

EXECUTION & RESULTS:

- Collaborated with the Operations team on database management, data analysis, clerical duties, and event coordination
- Created an interactive, geospatial Power BI visualization of WashU-affiliated entrepreneurs' global impact, enabling the center to communicate organizational reach and entrepreneur success to stakeholders, donors, and the university community
- Managed event logistics for center programming, including speaker series and networking events, supporting center visibility and entrepreneur network building

REM AND COMPANY

Strategist | St. Louis, MO | October 2021 – January 2022

CONTEXT: Mission-driven social impact initiative providing pro-bono consulting to small businesses navigating market positioning, operations, and growth planning during the COVID-19 crisis.

EXECUTION & RESULTS:

- Provided strategic consulting to client organizations on business strategy, market positioning, operational optimization, and growth planning.
- Developed data-informed recommendations synthesizing market research, competitive analysis, and client operational context.
- Partnered with clients on strategy implementation planning and milestone tracking.

PROJECT C.U.R.E.

Development and Research Intern – Grants | Remote | August 2021 – December 2021

CONTEXT: Distributor of donated medical supplies, equipment, and services to healthcare providers in 135+ countries, operating on a competitive grant funding model.

EXECUTION & RESULTS:

- Developed competitive funding proposals and maintained database records for funders and guarantors, increasing organizational capacity for grant tracking and management.
- Reviewed an in-depth needs assessment of an Ethiopian medical clinic and worked to secure \$75,000 USD in grant funds, enabling critical medical equipment distribution and educational programming.
- Created proposal materials that articulated organizational impact and clinic needs, contributing to successful funding outcomes.

SHELBY COUNTY GOVERNMENT - DIVISION OF COMMUNITY SERVICES

Summer Intern | Memphis, TN | June 2021 – July 2021

CONTEXT: Division administering social services, benefits programs, and community support initiatives serving thousands of residents annually.

EXECUTION & RESULTS:

- Streamlined service delivery for the Division by launching a Benefit Finder questionnaire to facilitate simpler intake processes for clients, reducing average intake time by 40% and increasing accessibility for diverse populations.
- Established new relationships across public and private sectors by connecting the Division with four local nonprofit organizations, expanding the community partnership network and enabling coordinated service delivery.
- Designed intake documentation that improved data collection consistency and client experience.

THE HEALTHCARE INSTITUTE LLC

Admissions Clerk Intern | Memphis, TN | June 2019 – July 2019

CONTEXT: Specialized vocational nursing school offering CNA and LPN programs, providing essential clinical and administrative training to bridge the gap between healthcare education and employment.

EXECUTION & RESULTS:

- Managed and updated student enrollment and application records by performing accurate data entry within the Orbund Student Information System (SIS), ensuring 100% accuracy and reducing enrollment processing errors.
- Executed targeted omnichannel marketing campaigns using Hootsuite, successfully contributing to new student recruitment and increasing enrollment inquiry volume by 25%.
- Supported the admissions team on follow-up communication and student onboarding.

LITE MEMPHIS

Innovation Fellow & Program Participant | Memphis, TN | Jan 2019 – May 2020

CONTEXT: Community-based nonprofit committed to closing the racial wealth gap by equipping Black and Latinx high school students with 21st-century entrepreneurship skills and business development training.

EXECUTION & RESULTS:

- Created an entrepreneurial project with a \$1,000 budget (NME Cosmetics), seeking to curate shade-inclusive, cruelty-free makeup while positively representing Black and Indigenous people of color (BIPOC) models in product photos.
- Developed business model and market positioning strategy for a direct-to-consumer beauty brand.
- Managed social media presence for NME Cosmetics, which at its peak achieved over 2,500 impressions and a reach of 1,000, demonstrating strong audience engagement and brand resonance.
- Executed content marketing strategy that built community and brand awareness among the target demographic.
- Led product curation, vendor relationships, and inventory management for the startup.

EDUCATION

Master of Business Administration - Health Administration

Expected May 2027

Southeast Missouri State University

Master of Science in Management and Leadership

September 2025

Western Governors University

Juris Doctor (incomplete, voluntarily withdrawn)

August 2024 - March 2025

Saint Louis University School of Law

Bachelor of Arts in Anthropology, Minor in Healthcare Management

July 2020 - May 2024

Washington University in St. Louis

Honors: QuestBridge National College Match Scholarship Recipient, Dean's List (Spring 2023)

ORGANIZATIONS

Project Management Institute

Oct 2025 - present

Member - St. Louis Chapter

Sigma Gamma Rho Sorority, Incorporated

Zeta Sigma Chapter Member | May 2024 - present

- Serves as a key liaison between the alumnae chapter, the Central Region, and Washington University, fostering collaboration and communication to strengthen the sorority's presence and impact on campus.

International Disciplinary Action Team/Fact-Finding Committee Member | September 2024 - June 2025

- Assisted in substantiating internal disciplinary reports (e.g., hazing, misappropriation of funds) by conducting witness interviews and referring substantiated cases to the Hearing Committee.

Central Region Undergraduate Member | March 2023 - May 2024

- Spearheaded all chapter colony operations as the sole Washington University member, managing brand recognition, recruitment, and event planning.
- Executed targeted recruiting campaigns, designed promotional flyers, and distributed newsletters via MailChimp to drive campus engagement.

TECHNICAL & PROFESSIONAL SKILLS

Project & Process Management: Project Planning & Coordination, Project Management Office (PMO), Workflow Optimization, Process Improvement (Six Sigma), Change Management, Continuous Improvement, Root Cause Analysis

Data Analytics: Power BI, Excel, Airtable, Power Query

Operations & Compliance: Regulatory Affairs (e.g., REACH, RoHS, CMRT, Prop 65, HIPAA, FCPA), Risk Management, Third-Party Due Diligence, Policy Development & Enforcement, Vendor Management

Tools & Platforms: Asana, Microsoft Project, SharePoint, Power BI, Hootsuite, MailChimp, HubSpot, Google Workspace, Microsoft Office, Airtable, Notion, Teams, Slack, Trello, Perplexity, ChatGPT, Claude.ai, Google Gemini

Business Strategy: Strategic Analysis, Market Research, Business Process Improvement, Operational Excellence, Cross-Functional Collaboration, Stakeholder Management, RFP Support

Core Competencies: Distributed Team Leadership, Servant Leadership, Strategic Thinking, Problem-Solving, Attention to Detail, Communication (written/verbal), Documentation, Training & Onboarding, Mentoring

Languages: English (Native/Bilingual), Spanish (Limited Working Proficiency)

AWARDS & RECOGNITION

- 2024 WashU Law Black Law Students Association (BLSA) Scholarship
- Dean's List: Washington University in St. Louis, Spring 2023
- 2019 QuestBridge National College Match Scholarship Recipient:

PORTFOLIO HIGHLIGHTS: PROCEDURE DOCUMENTATION & TOOLS

MO Judiciary ShowMeCourts Case Import Guide

Developed an interactive, non-linear training guide (job aid) for the Missouri judiciary's proprietary e-filing system. Serves as a tool allowing clerks to instantly access step-by-step instructions specific to their case type, dramatically reducing data entry errors and ensuring standardized, compliant workflows.

Misdemeanor Summons Date Calculation Tool

Built an automated Excel tool to solve a high-risk operational bottleneck in court scheduling. Automatically calculates valid summons dates by factoring in complex scheduling rules (4-week requirement, division-specific meeting days, court holidays), eliminating manual guesswork and reducing scheduling errors to zero.

Post-Night Audit Morning Brief

Created a standardized template for shift handoffs that transformed communication from verbal-only to systematic and documented. Template ensures incoming teams are fully prepared before their shift, eliminates guesswork, resolves guest issues faster, and ensures operational continuity.

WashU-Affiliated Startup Map Project

Led the design of an interactive Power BI dashboard to visualize the global footprint of WashU-affiliated startups and support conversations with donors about the Center's reach. Took end-to-end ownership of data preparation and modeling, teaching myself Power BI and Power Query, building robust geocoding logic to resolve address and mapping issues, and partnering with Center staff to validate locations and funding attributes. Delivered a production-ready, geospatial report that automatically maps ventures by city and active status, enabling leadership to quickly demonstrate international impact and maintain funding by showcasing a clear, data-driven view of the Center's portfolio.

GALLUP CLIFTONSTRENGTHS PROFILE

Deliberative: Careful, thoughtful decision-maker with strong risk awareness

Analytical: Data-driven thinker who digs into details and root causes

Intellection: Intellectual curiosity and love of learning and understanding

Learner: Continuous growth mindset energized by acquiring new knowledge

Relator: Relationship-builder focused on authentic connection and collaboration

PUBLICATIONS & SPEAKING

Constitutional Interpretation at a Crossroads: Reflections from the 2024 Childress Lecture

Saint Louis University School of Law

Published article, 2024

A Letter to Nayyirah Waheed

Letters about Literature - Tennessee

Published Essay, 2019