
MALIN TAYLOR

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PROFESSIONAL SUMMARY

Multi-talented Wellness Manager with over 10 years of experience in program implementation, contract compliance, staff management and tracking/reporting. Well-spoken leader who provides an exemplary level of service to both clients and internal personnel.

STRENGTHS

- Project management
- Complex problem solver
- Strategic thinker
- Creative team leadership
- Effective communication verbally, non-verbally, and written
- Implementation specialist
- Flexible & Adaptable
- Office Software: Microsoft Office, HRMS, Social media platforms
- Computer Platforms: Windows, IOS, Unix, Linux

WORK HISTORY

SENIOR IMPLEMENTATION MANAGER, 01/2020 to 04/2020

My Bodee Scan – Richardson, TX

Job loss due to Covid-19

- Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution.
- Evaluated and defined internal and customer needs, implementing processes to address requirements.
- Organized project implementation resources and leveraged expertise to assist organizational rollout.
- Offered client training services via on-site and online interaction to streamline onboarding process for newly implemented systems.
- Processed client satisfaction reports for completed implementation, analyzing data to discover possible areas of improvement in future projects.

Wellness Manager - Cisco Systems, 07/2012 to 12/2019

Plus One / Optum – Richardson, TX

- On-site corporate facility Cisco System in Richardson, TX with remote programming in Austin, TX and OKC, OK
- Drove year-over-year business growth (25%) while leading operations, strategic vision and long-range planning.
- Developed supply and equipment maintenance process and coordinated with facility management when

necessary

- Developed and fostered cross-functional relationships with client's business units to provide short and long term consistent wellness programming.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Initiated key partnership with suppliers by assessing quality, timeliness and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency.

FITNESS MANAGER, 01/2006 to 07/2012

ABC Health And Fitness – Richardson, United States

- Managed strategic development and implementation of preventive health and wellness programs.
- Managed fitness centers, recreation facilities, and wellness programs with safety emphasis.
- Enhance operations and financial success through effective staffing, strong training, adherence to safety regulations, and well-timed customer service.
- Developed short-term and long-term strategic Key Performance Indicators (KPIs) that secured quality assurance programs
- Drove business development and customer acquisition which netted a 35% gain of customer engagement.
- Fostered positive and engaging environment for a team of 25.

PROGRAM MANAGER , 01/2002 to 10/2006

Verizon Corporation – Dallas, TX

- Interacted with customers and clients to identify business needs and requirements.
- Planned, created, tested, and deployed system life cycle methodology to produce high-quality systems to meet and exceed customer expectations.
- Implemented and executed over 175 new North America Interchangeable Numbering Plan Area (area codes) for over eight million numbers per area code.
- Orchestrated smooth and efficient program development by collaborating cross-functionally across departments e.g. Operations, Testers, and Business Development.
- Participated in LEAN and Six Sigma events and routinely looked for processes to apply LEAN concepts.
- Implemented Integrating & Automation Services (I.A.S.) Applications / Director Partnership Program used as quality checks to measure the planning and development outcome against the original user requirements and expectations.

HEALTH COACH (VIRTUAL and ONSITE), 09/2003 to Current

Various Organizations – Dallas, TX

- Created structured and innovative fitness classes to be executed in small to large group atmospheres.
- Monitored client progress in group settings by assessing technique and form.
- Administered fitness assessments, including body scans and Functional Movement Screening (FMS).
- Served as wellness expert and point of reference.

Class Types Taught: Cardio, Cardio Dance, Strength Training, Core, Flexibility

Virtual:

HealthFitness: 2020 - present
ABC Health and Fitness: 2006 - present
Addison Athletic Club: 2003 - present
Onsite:
NFM (Nebraska Furniture Mart): 2015 - 2016
JCP (J.C. Penney): 2008 - 2017
Bank of Texas: 2011 - 2013
Richdale Apartment System: 2005 - 2018
Cooper Fitness Center: 2005 - 2013
Addison Athletic Club: 2003 - present

EDUCATION

MBA: Intercultural, Multicultural, And Diversity Studies, 05/2004
Amberton University - Garland, TX

Bachelor of Science: Computer Engineering, 05/2002
University of New Orleans - New Orleans, LA

CERTIFICATIONS

- ACE Certified Personal Trainer (CPT)
- ACE Certified Health Coach (HC)
- AFAA Certified Group Fitness Instructor (GFI)
- Zumba, STRONG
- National Council on Aging - Balance Coach for Seniors
- Contact Tracer
- Trendi Event-Planning Certification
- Six Sigma Methodology - Green Belt
- Microsoft Office Certification
- First Aid/CPR Certified

VOLUNTEER WORK

- Lay Leader and Coach (Community Council of Greater Dallas) facilitating following coursework: A Matter of Balance, Chronic Disease Self-Management, Diabetes Self-Management, Aging Mastery
- Tutoring in Math, Science, English

AFFILIATIONS

- Member of Wellness Counsel of America (WELCOA)
- IDEA Health and Fitness Association