

Alijah Mitchell

Operations & People Coordination Professional · Master's Graduate

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Master's graduate in Human Resource Management (4.0 GPA) with experience coordinating high-volume account work, supporting customers as a primary point of contact, and collaborating across teams. Based in Bellingham, WA and open to relocating. Seeking a long-term career in operations coordination, people operations, HR, or hospital/healthcare settings that offer support, room to grow, and a path toward greater responsibility.

Target Roles

Hospital Operations Coordinator · Patient Access / Scheduling Coordinator · People Operations / HR Coordinator · HR Generalist / People Partner · Operations Coordinator · Customer Success / Account Coordinator · Program or Project Coordinator

Professional Experience

Account Manager

T-Mobile · Bellingham, WA | January 2022 – Present

- Managed a high-volume portfolio of client accounts, coordinating appointments, account updates, and service requests while maintaining accurate electronic records and ensuring timely resolution.
- Acted as the primary point of contact for customers, resolving inquiries and complex issues through clear communication and consistent follow-up across phone, email, and internal systems.
- Collaborated daily with Sales, Finance, Technical Support, Operations, and Implementation teams to move requests forward, reduce delays, and improve overall workflow.
- Maintained detailed documentation and reports, processed service changes, and handled confidential customer information with high accuracy in a fast-paced environment.

Customer Service & Operations Associate

Yakima Tennis Club · Yakima, WA | June 2016 – June 2017

- Supported large-scale youth tennis tournaments (500+ attendees), coordinating event flow, member support, and facility operations.
- Delivered front-desk customer service, managed member inquiries, scheduled court reservations, and processed new member sign-ups.
- Handled point-of-sale transactions and maintained facility organization throughout each shift.

Skills

High-volume coordination · Account & request management · Scheduling · Customer & stakeholder communication · Cross-functional collaboration · Documentation & reporting · Confidential records handling · Process improvement (Lean Six Sigma) · Microsoft 365 · CRM & internal systems · Prioritization under pressure

Education

Master of Science, Human Resource Management

Capella University · Online | 2023–2025 · 4.0 GPA

Bachelor of Science, Anthropology

Central Washington University · Ellensburg, WA | 2017–2021 · Minor in Ethnic Studies · Honor Roll (7 quarters)

Certifications

Lean Six Sigma White Belt · Issued by T-Mobile · June 2024