

River Huff

Customer Onboarding Project Coordinator

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STRENGTHS

- 👥 **Cross Functional Coordination**
Brought Sales, Operations, Credit, and Finance into one plan. Colleagues sought help when dependencies became unclear.
- ✅ **Customer Readiness**
Checked account details before handoff. That simple habit reduced confusion and gave customers a smoother start.
- 🔧 **Issue Resolution**
Followed blockers from discovery through closure. Teams gained confidence when ownership and next steps stayed visible.
- ♥️ **Data Storytelling**
Turned Excel findings into concise PowerPoint updates. Leaders could see decisions, risks, and next actions quickly.
- 📌 **Documentation Discipline**
Kept SharePoint records and project notes current. Partners used those records as a dependable source during handoffs.

SKILLS

Customer onboarding
Project coordination
Healthcare distribution
Microsoft Excel
Microsoft PowerPoint Salesforce
Smartsheet SAP SharePoint
Risk tracking
Stakeholder communication
Account readiness
Process improvement
Data analysis Issue resolution

SUMMARY

Customer onboarding project coordinator with three years of experience supporting healthcare and business service implementations, account setup, **operational readiness**, and **customer communication**. Coordinates kickoff through handoff by maintaining project plans, timelines, milestones, dependencies, risks, issues, deliverables, open items, and clear documentation. Works across Sales, Operations, Credit, Regulatory, Pricing, Finance, customers, and business partners, keeping decisions visible and escalating blockers early. Uses Excel, PowerPoint, Salesforce, Smartsheet, SAP, and SharePoint to validate requirements, analyze onboarding data, prepare leadership updates, and improve customer experience. Healthcare distribution work includes institutional and **long term care** customers. Brings organized follow through, careful **issue resolution**, and practical collaboration that supports scalable onboarding and dependable implementation outcomes.

EXPERIENCE

Customer Onboarding Project Coordinator

Lone Star Health Supply 📅 May 2024 - Present 📍 Dallas, TX

Coordinates healthcare customer implementations from kickoff through handoff, supporting account readiness, cross functional workstreams, **project documentation**, and leadership communication across Sales, Operations, Credit, Regulatory, Pricing, Finance, Salesforce, Smartsheet, and SAP.

- Translated customer requirements into **Salesforce** records, **Smartsheet** plans, and documented implementation deliverables.
- Coordinated Sales, Operations, Credit, Regulatory, Pricing, and Finance dependencies for **account readiness**.
- Tracked milestones, risks, issues, **open items**, and decisions, keeping implementation priorities visible.
- Investigated onboarding blockers in SAP and Salesforce, documenting corrective actions through closure.
- Prepared concise PowerPoint updates with onboarding insights, decisions, and next steps for leadership.
- Validated **customer setup** details before handoff, supporting reliable service expectations for institutional accounts.

Project Coordination Specialist

Trinity Business Services 📅 September 2022 - April 2024 📍 Richardson, TX

Supported customer setup and business service implementations through **project coordination**, data review, stakeholder updates, issue resolution, and SharePoint documentation, helping teams deliver organized work across multiple concurrent priorities.

- Built Excel analyses from customer setup data, helping teams spot missing information before implementation.
- Maintained **SharePoint** project files, decisions, **deliverables**, and open items for cross functional teams.
- Coordinated stakeholder **dependencies** across customer service, operations, finance, and business support.
- Prepared PowerPoint **status updates** that clarified risks, priorities, and required follow up.
- Resolved setup issues through documented investigation, stakeholder outreach, and corrective action tracking.
- Improved **handoff** consistency through planning checks, clear communication, and dependable project follow through.

PROJECTS

Customer Account Readiness Review 📅 2025

LANGUAGES



MY CAREER



- Customer Onboarding
Project Coordinator at Lone Star
Health Supply (2.3 Years)
- Project Coordination
Specialist at Trinity Business
Services (1.6 Years)

Small gaps can slow an entire launch. Created a readiness review approach using Excel, Salesforce, and SharePoint to organize requirements, flag missing account information, and clarify next steps before customer handoff.

Onboarding Status Insight Model 📅 2024

A useful update should help leaders decide. Built a concise reporting approach that connected milestones, risks, open items, and dependencies into practical status conversations for implementation stakeholders.

LEADERSHIP & AWARDS

- Recognized by implementation partners for clear status updates and dependable follow through on customer setup work.
- Selected as a trusted resource for resolving account readiness questions across Sales, Operations, and Finance.
- Supported team confidence by documenting decisions, surfacing blockers early, and keeping handoffs organized.

EDUCATION

Bachelor of Business Administration

University of North Texas 🎓 GPA: 3.5 📅 2022 📍 Denton, TX

Coursework: Project management, business analytics, operations management, organizational communication

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- Microsoft Office Specialist: PowerPoint Associate 📅 2024

TECHNICAL SKILLS

- **Project Planning:** Project plans, timelines, milestones
- **Risk Management:** Risk logs, issue logs, dependency tracking
- **Customer Systems:** Salesforce, SAP, account setup
- **Work Management:** Smartsheet, project plans, open items
- **Microsoft Office:** Excel, PowerPoint, data analysis
- **Document Management:** SharePoint, project documentation, records
- **Healthcare Distribution:** Institutional accounts, long term care, customer setup
- **Stakeholder Reporting:** Status updates, leadership summaries, next steps
- **Implementation Support:** Kickoff, account readiness, handoff
- **Business Operations:** Sales, Operations, Credit, Finance

PROFESSIONAL AFFILIATIONS

- Healthcare distribution professional community participant, with interest in customer onboarding and operational readiness.
- Dallas area business operations network participant, sharing practical ideas on coordination, service quality, and process improvement.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST