

# Coy Matlock

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Tyler, TX

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Authorized to work in the US for any employer

## Work Experience

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### **Operations Manager**

Coleman Research - Tyler, TX

November 2021 to Present

My role at Coleman Research entails the daily management of international operations teams. My role requires the management of multiple teams across the globe while also acting as the leading expert in multiple mediums including software, scheduling processes, customer services, and much more, company-wide.

As Operations Manager:

- Responsible for the hiring, training, and day-to-day operations of all Scheduling & Member Services Associates.
- Monitors all scheduled consultations between Coleman's experts and clients, and oversees the resolution of scheduling conflicts, errors, or changes.
- Develops and maintains effective relationships with key internal stakeholders to support Coleman's global revenue-generating focus.
- Supports the development of tech enhancements to constantly improve the scheduling process and review of Coleman's experts.
- Collaborates with training staff to create, update, and improve training based on ongoing needs, including creating online user guides and training documentation.
- Created and implemented departmental Standard Operating Procedures.
- Trains all Scheduling Associates on phone skills, use of proprietary CRM system, and interactions with C-suite executives and subject matter experts.
- Represent and present department-specific materials during Quarterly Business Reviews.

As Associate Client Manager:

- Sourced and recruited experts that meet client specifications.
- Qualified experts and prepared them for consultations.
- Kept up-to-date with current events in the financial markets.
- Daily use of LinkedIn, MS Excel, Microsoft Outlook, Microsoft Word, Zoom, Slack, MS Teams, and more.
- Established new relationships with industry professionals and built upon existing ones.
- Recruited over 100 candidates a month.
- Managed clients over the duration of project cycles.

### **Lead Recruiter / Staffing Coordinator**

Pediatric Home Healthcare, LLC - Tyler, TX

January 2020 to March 2021

My role included recruiting, scheduling, payroll, training other recruiters, creating and updating accurate reports, managing 180+ field nurses, salary negotiations, and use of software including Microsoft Office Suite, Adobe, Microsoft Teams, Good Hire, Paycom, CareerBuilder, Indeed, and many more.

- Top recruiter company-wide for 12 months
- Grew store clientele by 58%
- Drafted company Standard Operating Procedures
- Voted Culture Champion by my peers

### **Lead Service Agent**

Enterprise Rent-A-Car - Tyler, TX  
September 2012 to August 2018

My role included managing and training all service agents and drivers, tracking maintenance on 450+ vehicles, communicating effectively with sales team, ordering store supplies, and delivering vehicles.

- Customer satisfaction rating over 85% on a yearly basis
- Grew fleet of cars by 300%
- Trained all service agents in the region

## Education

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### **Master's Degree in Political Science**

Sul Ross State University - Alpine, TX  
July 2021 to December 2023

### **Associate's Degree in Economics**

Tyler Junior College - Tyler, TX  
August 2019 to May 2020

### **Bachelor's Degree in Political Science**

The University of Texas at Tyler - Tyler, TX  
August 2016 to May 2019

### **Associate's Degree in General Studies**

Tyler Junior College - Tyler, TX  
January 2012 to May 2015

## Skills

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- Data Collection & Analysis (2 years)
- Microsoft Office Suite (10+ years)
- Oral & Written Communication (10+ years)
- Recruiting
- Human Resources
- Scheduling
- Payroll
- Management
- Administrative Experience

- Policy Drafting and Implementation
- Negotiation
- Payroll
- Recruiting
- Analysis skills
- Research

## Awards

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### **Occupational Skills Achievement Award in Public Administration**

December 2020

Awarded by Tyler Junior College

### **Occupational Skills Achievement Award in Leadership: Public Administration**

December 2021

Awarded by Tyler Junior College

## Certifications and Licenses

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### **Certification of Proficiency, Public Administration**

December 2021 to Present

Certified by Tyler Junior College

## Publications

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### **How Party Politics Affect Teacher Pay at the State and Local Levels**

<https://www.proquest.com/docview/2920001867>

February 2024

The existing pay gap between teachers and their similarly educated non-teacher peers has become a major point of research focus and discussion as teacher shortages worsen across the United States. This paper examines the effect party politics has on teacher pay in the United States, as previous literature established partisan politics can directly influence issues surrounding the education system. This study utilizes three original data sets across four hypotheses, to test for pay differences amongst teachers who work in areas (Texas ISDs, Texas counties, and U.S. states) where the majority of the voting population votes for the Democratic party versus teachers who work in areas where the majority of the voting population votes for the Republican party. This research finds that there is a relationship between party politics and how much teachers are paid, as teachers who work in majority Democratic areas are paid more than teachers who work in majority Republican areas across Texas ISDs, Texas counties, and U.S. states.