

Erikka Young

Business Operations | Process Improvement

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Summary:

Business operations professional with experience in stakeholder engagement, process improvement, training support, and cross-functional collaboration. Passionate about continuous improvement, associate development, and delivering solutions that improve business outcomes.

Core competencies:

Training & Onboarding	Facilitation & Communication	Change adoption
Stakeholder engagement	Continuous Improvement	Agile Fundamentals
Program Coordination	Cross-functional Collaboration	Requirements Gathering
Process Documentation	Presentation & Facilitation	SOP Development

Relevant experience:

Operations Coordinator / Systems Manager **Helium Group (Contract) | 2025 – Present**

- Build operational infrastructure for a cannabis startup, establishing project-tracking systems, compliance workflows, centralized documentation, and accountability processes.
- Develop operational frameworks supporting grant administration, vendor onboarding, documentation governance, compliance tracking, and organizational readiness.
- Create operational reporting and tracking systems that improve transparency, accountability, and visibility into project priorities, deliverables, and resource requirements.
- Identify and implement solutions that improve process consistency, accountability, and execution.

Operations & Training Consultant **Soul Smoked BBQ | 2024 – 2026**

- Designed and coordinated a structured hiring and group-interview process, helping leadership evaluate candidates consistently and prepare employees for opening-day operations.
- Developed an operational readiness framework—including job descriptions, training materials, workflow guidance, and a soft-opening timeline—that translated leadership's vision into clear, executable action items.
- Identified process gaps and recommended solutions that improved role clarity, employee preparedness, and coordination across operations, customer service, marketing, and market-event activities.
- Coordinated cross-functional activities involving staffing, product preparation, customer experience, marketing materials, vendor-market operations, and launch execution; monitored progress and adjusted plans as needs evolved.

Senior Administrative Assistant
T. Rowe Price | 2023 – Present

- Provide operational support to nine external sales managers, coordinating priorities, stakeholder requests, schedules, sponsorship activities, and time-sensitive deliverables across multiple territories.
- Manage and reconcile more than \$30,000 in monthly business expenses and sponsorship transactions, maintaining accurate documentation and compliance with internal policies.
- Develop tracking tools, communication processes, and reporting mechanisms that improve workflow visibility, accountability, and timely completion of deliverables.
- Partner with internal stakeholders and cross-functional teams to resolve operational issues, clarify requirements, and support successful execution of business initiatives.

Administrative Officer II
Maryland Medical Cannabis Commission | 2020-2022

- Supported the Director of enforcement and Compliance by preparing investigative reports for regulatory and compliance proceedings.
- Improved accessibility of licensee information by modernizing electronic filing processes and supporting implementation of updated regulatory requirements.
- Partnered with executive leadership, compliance teams, operations managers, and legal stakeholders to coordinate reporting activities and compliance communications.

Founder & Business Operations Lead
The Paper Life, LLC | 2018 – Present

- Founded and operated a mental health stationery and community-engagement business, overseeing business operations, product development, and customer-experience initiatives.
- Developed operational workflows and delivered presentations, training materials, and structured discussions that supported learning, participation, and community engagement.
- Created structured feedback and evaluation processes that informed product improvements and increased customer engagement.
- Coordinated stakeholders, customers, and partners to ensure the successful delivery of products and events.

Education & Professional Development:

- T. Rowe Price PIONEER: Transformational Training Program (Lean, Change & Agile) - July 2025
- Associate of Science in Computer Information Systems, Baltimore City Community College
Expected graduation: Spring 2027
- Lean Six Sigma Green Belt Candidate (ASQ) – Expected Completion: Summer 2026
- Power BI for Business Analytics (Udemy) – In Progress
- Toastmasters International – Active Member 2026 – Present