

THAO WALTON

CALL CENTER AGENT

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STRENGTHS

- 📌 **Adaptability**
Thrives in dynamic environments, showcasing flexibility while balancing multiple research engagements, evolving efficiently with project demands.
- 💬 **Effective Communication**
Articulates insights clearly within diverse dialogues, leading to enriching discussions during online focus groups that drive engagement.
- 📊 **Data Analysis**
Effectively dissects qualitative insights from surveys into actionable recommendations informing future actions significantly.
- 👤 **Dependability**
Consistently participates in scheduled research activities instilling confidence among peers and facilitators regarding commitment levels.
- 🔧 **Technical Proficiency**
Displays adeptness with various digital tools enhancing data collection processes leading to improved efficiencies and outcomes.

SKILLS

Online Research	Data Collection
Communication	
Digital Tools Proficiency	Analysis
Team Collaboration	
User Engagement	
Survey Techniques	
Presentation Skills	
Qualitative Research	

SUMMARY

Resourceful and detail-oriented professional passionate about engaging in online research to drive valuable insights. Skilled in leveraging digital platforms for effective data collection while ensuring clear communication during focus group interactions. Committed to providing constructive feedback that enhances product development and services. Keen to contribute to EarnHaus by harnessing strong analytical skills, dependable participation, and a desire to uplift organizational strategies through quality research work. Excited about the prospect of collaborating with diverse teams and making a meaningful impact in research initiatives.

EDUCATION

Bachelor of Arts in Communication

University of Chicago 🎓 GPA: 3.8 📅 2026 📍 Chicago, IL

Coursework: Research Methods, Public Speaking, Digital Media, Consumer Behavior

TECHNICAL SKILLS

- **Data Collection Tools:** Google Forms, SurveyMonkey, Qualtrics
- **Communication Platforms:** Zoom, Slack, Microsoft Teams
- **Data Analysis Software:** SPSS, Excel, Tableau
- **Project Management Tools:** Trello, Asana, Monday.com
- **Presentation Software:** Microsoft PowerPoint, Google Slides, Prezi
- **Research Methodologies:** Qualitative Analysis, Quantitative Research, Mixed Methods
- **Browser Applications:** Chrome, Firefox, Edge
- **File Sharing Tools:** Dropbox, Google Drive, OneDrive
- **Engagement Assessment Tools:** Typeform, UserTesting, Feedbackify
- **Collaboration Tools:** Miro, Notion, Airtable

EXPERIENCE

Research Participant

University Research Lab 📅 January 2025 - Present 📍 Chicago, IL

Focused on collecting comprehensive insights through various online platforms while collaborating in a structured research environment. Engaged actively in projects aimed at assessing user experience and market trends, fostering dialogue around participant perspectives. Consistent in executing responsibilities and delivering impactful feedback from multiple studies.

- Engaged in numerous online surveys providing comprehensive feedback on various product concepts.
- Coordinated with team members sharing insights to enhance the quality of research data.
- Participated in virtual focus groups contributing to productive discussions influencing product strategies.
- Cultivated a keen understanding of effective communication improving participant engagement in remote settings.
- Assisted in aggregating results from surveys crucial for analysis and reporting processes.
- Maintained consistent participation reflecting reliability through regular involvement in scheduled research activities.

Research Assistant

Student Innovation Lab 📅 September 2024 - December 2024 📍 Chicago, IL

Time Management

Focus Group Facilitation

Problem-Solving

Product Development Insights

Remote Collaboration

Quality Assurance

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Research Participant at University Research Lab (1.5 Years)

● Research Assistant at Student Innovation Lab (3 Months)

Supported project initiatives focusing on consumer behavior and preferences with proficient use of online surveys and analyses. Enabled efficient data collection using digital tools while processing qualitative inputs across multiple study formats. Aiming to present findings that would facilitate academic growth and improved methodologies in research.

- Collaborated on consumer behavior analysis through survey distribution and feedback collection.
- Analyzed qualitative data from participants identifying trends relevant to ongoing studies.
- Facilitated online discussions ensuring representation of all participant voices.
- Applied digital tools streamlining data collection enriching overall project efficiency.
- Presented findings to faculty strengthening academic discussions on research methodologies.
- Developed technical proficiency using various online research platforms.

LEADERSHIP & AWARDS

- Dean's List, University of Chicago, 2024
- Best Presentation Award, Student Research Conference, 2025

CERTIFICATIONS

- Fundamentals of Online Research 📅 2025
- Effective Communication for Remote Teams 📅 2025

PROFESSIONAL AFFILIATIONS

- Member, Communication Student Association, 2024 - Present
- Participant, Annual Academic Research Symposium, 2025

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST