

# Priya Walker

## Remote Account Representative

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### STRENGTHS

- 🗣️ **Effective Communication**  
Engage confidently speaking with diverse clients, consistently delivering clear messages that build trust and rapport.
- 👥 **Client-Centric Focus**  
Passionate about helping others, finding satisfaction in guiding clients through important decision-making processes.
- 📁 **Organizational Skills**  
Skilled at maintaining organized records that simplify communication workflows and enhance operational efficiency.
- 🤝 **Team Collaboration**  
Enjoy collaborating in team settings, contributing ideas that promote growth and positive outcomes for all members.
- ⚙️ **Adaptability**  
Able to adjust strategies quickly based on team dynamics and shifting client needs, ensuring a dynamic response.

### SKILLS

- Client Communication
- CRM Systems   Zoom
- Digital Record Management
- Team Collaboration
- Time Management   Data Analysis
- Content Creation
- Virtual Meeting Coordination
- Benefit Education
- Stakeholder Engagement
- Educational Material Development
- Research Methodologies
- Interpersonal Skills   Presentations
- Workshop Facilitation

### SUMMARY

Enthusiastic professional skilled in engaging clients through virtual platforms. Experienced in assessing client needs and providing effective guidance during benefits enrollment processes. Maintains strong organizational skills ensuring accurate record-keeping and follow-up communications. Eager to contribute to a focused team environment, fostering collaboration while driving individual and team success.

### EDUCATION

#### Master's Degree in Business Administration

Arizona State University 🎓 GPA: 3.8 📅 2026 📍 Tempe, AZ

**Coursework:** *Marketing Management, Financial Concepts, Communication Strategies, Digital Marketing*

#### Bachelor's Degree in Communications

Arizona State University 🎓 GPA: 3.7 📅 2024 📍 Tempe, AZ

**Coursework:** *Public Relations, Business Communication, Interpersonal Skills, Media Literacy*

### TECHNICAL SKILLS

- **CRM Software:** Salesforce, HubSpot, Zoho
- **Communication Platforms:** Zoom, Microsoft Teams, Slack
- **Project Management Tools:** Trello, Asana, Monday.com
- **Data Analysis Tools:** Excel, Google Analytics, Tableau
- **Presentation Tools:** PowerPoint, Google Slides, Prezi
- **Documentation Standards:** APA, MLA, Chicago
- **Financial Management:** QuickBooks, FreshBooks, SAP
- **Social Media Platforms:** Facebook, Instagram, Twitter
- **Research Applications:** SPSS, NVivo, Qualtrics
- **Learning Management Systems:** Canvas, Blackboard, Moodle

### EXPERIENCE

#### Student Project Coordinator

University Project 📅 January 2025 - May 2026 📍 Phoenix, AZ

Coordinated consultations for a student-run benefit awareness initiative, focusing on increased engagement among peers. Managed all interactions digitally using CRM software, enhancing organization and communication flow within the project team. Developed educational materials and presented webinars that clearly communicated various benefits available to students.

- Organized virtual meetings leading to enhanced peer participation in benefit sessions.
- Created clear educational resources explaining complex benefit programs for better comprehension.
- Utilized CRM tools for effective management of participant data and ongoing follow-ups.
- Conducted informative webinars, receiving commendations for excellent delivery and clarity.
- Collaborated with teammates to plan outreach efforts, boosting engagement by 30%.
- Maintained detailed documentation of all participant inquiries, facilitating improvements in program delivery.

#### Research Assistant

Academic Research 📅 September 2024 - December 2025 📍 Phoenix, AZ

Assisted in impactful research analyzing supplemental benefits' effects on student financial well-being. Contributed to data analysis of over 200 survey responses, translating insights that informed stakeholder decisions in benefit development. Engaged in producing presentations that conveyed

LANGUAGES



MY CAREER



- Student Project Coordinator at University Project (1.3 Years)
- Research Assistant at Academic Research (1.2 Years)

- complex findings accessibly.
- Supported research on student financial health related directly to supplemental benefits.
  - Analyzed comprehensive data sets, translating raw information into actionable insights.
  - Crafted presentations summarizing research outcomes, improving understanding among stakeholders.
  - Planned training workshops for students about accessible benefit options and how to navigate them.
  - Contributed ideas during team strategy sessions to refine research rigors and improve accuracy.
  - Ensured meticulous management of all project documentation aligning with compliance standards.

LEADERSHIP & AWARDS

- Outstanding Student Leader Award for organizing successful benefit awareness initiatives.
- Research Excellence Award recognizing contributions to high-impact studies on student support systems.

CERTIFICATIONS

- Certified Associate in Project Management 📅 2025
- Digital Marketing Certificate 📅 2025

PROFESSIONAL AFFILIATIONS

- Member, Student Technology Association, promoting technological enablement among fellow students.
- Volunteer, Community Outreach Program, committed to supporting local underprivileged families.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST