

Priya Walker

Remote Account Representative

☎ (602) 555-1234 ✉ priya.walker@example.com 🔗 linkedin.com/in/priyawalker 📍 Phoenix, AZ, 85001

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

SKILLS

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

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 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.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST