

Haley Pryor

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PROFESSIONAL SUMMARY

Professional with 8+ years of experience in remote communications, customer engagement, training support, quality assurance, and administrative coordination across fundraising, customer service, market research, and renewable energy industries. Proven ability to work independently in remote environments, manage high-volume workflows, analyze performance trends, and support onboarding and training initiatives. Regularly selected by management to assist with training and mentoring new employees. Recent graduate with a Bachelor of Arts in Interdisciplinary Studies (Leadership & Diversity) focused on leadership, communication, research, and problem-solving. Seeking remote opportunities in operations, customer operations, quality assurance, administrative support, training support, or project coordination.

TECHNICAL & PROFESSIONAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Drive)
- Canva & Wix
- Vicidial, CRM & Data Tracking Systems
- Quality Assurance & Reporting
- Employee Training & Onboarding
- Administrative Coordination & Scheduling
- Research, Interviewing & Presentations
- Documentation & Workflow Management
- Remote Communication & Time Management

PROFESSIONAL EXPERIENCE

Validator | Good Merits | Remote
Nov 2021 – Present

- Handle 50–100 donor interactions daily in a high-volume remote environment while maintaining accuracy, compliance, and professionalism.
- Process donor payments securely while adhering to organizational procedures and scripting requirements.
- Consistently meet or exceed departmental conversion goals and maintain strong card-to-mail donation metrics.
- Selected by management as the primary onboarding and shadowing resource for newly hired validators, providing guidance on workflows, systems, and donor communication best practices.
- Work independently with minimal supervision while maintaining performance expectations in a fast-paced remote environment.

**Assistant Manager / QA & Sales Support | American Power Solutions | Lake Mary FL
May 2018 – May 2019**

- Assisted in supervising and supporting a high-volume outbound sales team of up to 20 employees in a fast-paced call center environment.
- Conducted quality assurance reviews of employee calls, monitored scripting compliance, identified communication trends, and provided coaching support to improve performance outcomes.
- Created reports and analyzed metrics related to lead conversion, appointment rates, scripting effectiveness, and employee performance trends for company leadership.
- Assisted with onboarding, employee support, hiring activities, and workflow coordination within the sales department.
- Handled escalation calls and appointment-closing interactions by confirming customer qualifications, reviewing property eligibility, and coordinating next-step scheduling.
- Represented the company at home shows, conventions, fairs, and community events throughout Florida to generate leads and engage prospective customers.
- Independently managed follow-up outreach for event-generated leads and coordinated scheduling for promotional solar assessments.

Survey Interviewer | Opinion Access | Remote

Jan 2021- Nov 2021

- Conducted structured survey interviews for healthcare, political, and market research campaigns while maintaining accuracy and adherence to data collection procedures.
- Managed high-volume outbound interactions in a remote call center environment.

Customer Service Representative | 24/7 Intouch | Altamonte Springs FL

Jun 2019 – Dec 2019

- Assisted customers with account inquiries and issue resolution while maintaining service quality standards.

Call Center Representative | Green Solutions | Altamonte Springs FL

2020

- Conducted outbound customer outreach and appointment-setting activities in a remote environment.

EDUCATION

University of Central Florida

Bachelor of Arts in Interdisciplinary Studies– Leadership & Diversity Track

Graduated May 2026

Selected Academic Work: Capstone research project on family culture and implicit racial bias; community engagement projects with Days for Girls and Project Implicit, a collaborative research initiative founded by Harvard University researchers.