

# Hayley Parrish

Curriculum Vitae  
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she/they  
804-754-6139  
parrish.m.hayley@gmail.com  
github.com/hmparrish  
linkedin.com/in/hmparrish98/

## Professional Expirence

### Cerebral

Operations Admin April 2022 - November 2022

- Create + Adjust KPIs/OKRs as needed for high-paced startup environment
- Lead and execute all special projects for clinical supervision and DEA initiatives
- Perform data inquiries via Looker and SQL
- Manage databases via Airtable for the clinical team
- Manage a team of 200 supervisory MDs; performing audits, technical support and HR duties as needed
- Collaborate with recruiting team to adjust hiring targets for physicians

### Cerebral

Clinical Coordinator & Mentor April 2021- March 2022

- Manage portfolio of +1200 active clients across all 50 states
- Utilize Zendesk to communicate with clients, pharmacies, and insurance providers
- Pilot extended mentorship program for those consistently not meeting SLA
- Held live training sessions and create tailored training materials for new hires
- Consistently held high monthly review scores and broke records for client messages responded to per day

### Gates Hudson

Leasing Manager August 2020 - April 2021

- Function as the sole consultant for 102 apartments and maintained at least 95% occupancy at all times
- Manage B2B accounts
- Communicate with leads via CRM
- Collect and analyze data from competitors to determine pricing on weekly basis
- Create property-specific training materials for leasing and management departments
- Created lead tracking system for myself and all sister buildings in the area

### Cedar Fair

Supervising Coach,  
August 2014 - November 2018

- Train and supervise groups of 30+ and mentor junior coaches
- Created a feedback and scoring system that became standard within the company
- Bridge communication between corporate and actors
- Assist actors in crafting their "character" and improving performance
- Collaborated with other coaches to create a welcoming and creative workplace culture

## Education

2020

**Bachelor of Science**

Psychology, Gender Studies, Global Education & Leadership

Virginia Commonwealth University

## Extracurricular

- Honor Council member
- SAVES Domestic Violence Education + Prevention PR Chair
- WVCW Student Radio show host
- GLOBE student ambassador
- EXCELL Early Math & Literacy teaching aid
- Revive! Narcan certified
- TV99 Intern
- Virginia Governor's School for Humanities program student
- DOTM Robotics team member
- ITS Honor Society member

Skills

Technical	R, Markdown, Data Analysis, Database Managment, SQL, Looker
Project Managment	Agile, Waterfall, Asana, Google Suite, Workramp, Airtable, Microsoft Office
Customer Support	Zendesk, Jira, Patient Scheduling, Slack, Crisis Managment, IT Support
Creative	Photoshop, Canva, Video Editing, Video Production, Indesign, Zetta Systems

Certifications

2019	IBM SPSS Specialist	Recieved on completion of statics coursework and specialist testing
2020	Peace Corp Preperation	Recieved on completion of leadership coursework and 50+ volunteer hours
2021	NAHMA FHC	Recieved on completion of fair housing + ethics coursework