

Daisy Miller, aPHR

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EDUCATION

University of Southern California

M.S. in Applied Psychology. GPA: 4.0

Relevant Courses: Research Methods, Cross-Cultural & Organizational Psychology, Qualitative Methods, Employee Assessment & Selection

Remote

Aug. 2026

Arizona State University

B.S. in Sociology, Minor in Business. Summa Cum Laude. GPA: 3.92

Tempe, AZ

May 2022

WORK EXPERIENCE

Human Resources Intern

Dovida

Dublin, Ireland

Jun. 2026 - Jul. 2026

- Updated and reviewed employee records for accuracy, supporting workforce compliance audits and reliable employee documentation.
- Participated in candidate interviews and probation meetings, and documented responses to support consistent recruitment and employee relations processes.
- Developed recruitment, retention, and engagement ideas, including employee surveys and a semi-annual activity calendar.

Human Resources Intern - Learning & Development

Conrad Dublin

Dublin, Ireland

Jun. 2026

- Prepared job-opening and candidate-offer documentation to support internal recruitment needs.
- Created and updated benefits presentations, pamphlets, employee guides, and personnel records.
- Supported employee recognition and training through communications, learning assignments, and engagement materials.

Customer Support Associate

ClassPass

Remote

Nov. 2022 - Apr. 2025

- Managed 15,520+ customer inquiries via email and live chat, exceeding productivity (125%) and quality (108%) benchmarks in a fast-paced, high-volume environment.
- Maintained an 85% customer satisfaction score while handling sensitive company and customer data with accuracy and confidentiality.
- **Training & Team Engagement Project:** Supported onboarding and delivered training for new hires on internal policies, tools, and performance systems; designed visual content and facilitated weekly meetings to strengthen team communication, engagement, and workplace culture.

PROJECTS

Layoff Perceptions & Organizational Tradeoffs Study

Graduate Treatise | University of Southern California

Aug. 2025 - Apr. 2026

- Designed and conducted a quantitative study examining employee, candidate, and consumer perceptions of corporate layoffs.
- Analyzed stakeholder attitudes and organizational tradeoffs using statistical methods in SPSS, and translated findings into evidence-based recommendations for HR and organizational decision-makers.

Return-to-Office & Employee Engagement Analysis

Research Methods Course | University of Southern California

Jan. 2025 - Apr. 2025

- Analyzed employee engagement survey data to assess return-to-office experiences, sentiment, and opportunities to improve employee experience.
- Translated findings into data-driven recommendations to support people-centered policy decisions.

CERTIFICATIONS

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- Associate Professional Human Resources (aPHR) - HRCI
 - California Employing Abilities at Work Certificate - SHRM

Apr. 2024 - Apr. 2027

May 2024

SKILLS

HR: Onboarding & Training Support, Employee Engagement & Recognition, HR Policies & Practices, Facilitation, Confidentiality, Compliance, HR Administration, Stakeholder Communication

Research: Data Analysis, Qualitative Interviewing, Survey Design, Evidence-Based Recommendations

Technical: SPSS, Qualtrics, Microsoft 365 (Outlook, Excel, Word, Teams, PowerPoint), Canva, Access People Planner, Cornerstone LMS, DSA Cloud Software, Decagon, Tableau, Zendesk, Google Workspace (Slides, Docs, Spreadsheets)