

Hayden Hall

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As an administrative assistant at Oak Ridge National Laboratory, I find fulfillment in supporting others' success while aligning my work with my personal values and purpose. Being close to environmental sciences, a field I'm passionate about, is particularly rewarding. Additionally, I value the continuous learning opportunities provided by this role and appreciate the ongoing support from my team in pursuing professional growth.

PROFESSIONAL EXPERIENCE

Oak Ridge National Laboratory (ONRL)

April 2022- Present

Administrative Assistant- Biological & Environmental Sciences Systems Directorate (BESSD)

- Support Bruce Wilson, Group Leader of the Remote Sensing and Environmental Informatics Group; Melanie Mayes, past Group Leader, and Marie Kurz, present Group Leader of the Biogeochemical Dynamics Group; and Scott Painter, Group Leader of the Watershed Systems Modeling Group, serving a diverse team of over 70 ORNL staff, students, and subcontractors.
- Prioritize education by enrolling and studying to receive a Professional Administrative Certification of Excellence.
- Spearheaded the implementation of Grammarly Business software for the BESSD Administrative Team to enhance and standardize correspondence, ensuring adherence to ORNL's policies.
- Manage meeting logistics and coordinate resources, including personnel, conference rooms, and travel arrangements.
- Support the recruitment process by scheduling interviews and assisting with onboarding.
- Coordinate visits and travel arrangements according to company guidelines.
- Handle communications with internal and external contacts, scheduling appointments, and preparing written materials.
- Organize domestic and international travel, including reservations and expense settlement.
- Plan and coordinate meetings and events both on-site and off-site.
- Maintain a professional office environment and handle confidential matters with discretion.
- Work on multiple tasks in a fast-paced environment, setting priorities and meeting deadlines.
- Ensure compliance with DOE directives and standards, as well as training requirements.
- Manage requisitions, purchase orders, and invoices in accordance with ORNL guidelines.
- Provide support for project management activities, including tracking tasks, budgets, and schedules.
- Assist with project communications, reporting, and risk management.
- Coordinate conferences, workshops, and user group activities.
- Provide subcontract support as needed.

21st Mortgage Corporation

November 2020 - November 2021

Customer Service Representative

- Provided professional, friendly, and efficient customer service to a base of over 200,000 clients, ensuring satisfaction and privacy protection.
 - Handled inquiries, processed requests, and prepared lien release documents for California.
 - Managed customer insurance claims, de-escalated calls, and resolved service problems with empathy and professionalism.
 - Exceeded performance targets consistently, maintaining a top-performing status and earning monthly bonuses
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EDUCATION

University of Tennessee, Knoxville

August 2016 - May 2020

BA in Communication Studies and Theatre

KEY COMPETENCIES

- Organizational and interpersonal communication skills
 - Self-motivated with a dedicated approach to improving existing workflows
 - Eager to learn and improve skills continuously
 - Demonstrates a strong work ethic
 - Creative thinking and problem-solving abilities
 - Proficient in Microsoft 365 suite
 - Proactive in mastering ORNL systems
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