


LOUIE P PRONSTROLLER

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 lpronstroller@ufl.edu

 Interlachen, FL

WORK EXPERIENCE

Field Director

July 2023 - Present

University of Florida Survey Research Center (UFSRC) - Gainesville, FL

Responsibilities: Managing staff of up to 100 employees, staffing shifts for survey workload, leading recruiting / hiring initiatives, implementing updates to UFSRC procedures, updating Teams channels in accordance with staffing changes / revisions to procedures, evaluating personnel as needed, approving time records on Scheduler Supervisor program in collaboration with internal payroll, processing promotions / demotions / terminations, coordinating lab closures with UFSRC admin, coordinating software / hardware maintenance with internal IT, and other related activities.

Programming Supervisor / Shift Supervisor

Nov. 2022 - July 2023

University of Florida Survey Research Center (UFSRC) - Gainesville, FL

Responsibilities: Programmed / edited new surveys in collaboration with the project manager(s), coordinated survey testing & translating after programming as needed, managed shifts according to schedule created by Field Director, assisted co-supervisors with evaluation / training interviewers, managed assistant supervisors when needed, evaluated interviewer calls / provide feedback, maintained facility organization, and enforced UF/UFSRC policies & procedures.

Assistant Supervisor

July 2022 - Nov. 2022

University of Florida Survey Research Center (UFSRC) - Gainesville, FL

Responsibilities: Assisted supervisor on duty w/ shift management & interviewer call quality control in addition to continuing General Interviewer responsibilities.

Finance Clerk

Sept. 2021 - Nov. 2022

City of Hawthorne City Hall - Hawthorne, FL

Responsibilities: A/P, A/R, invoicing, credit card reconciliation, utility billing end-of-day & end-of-month closeouts, created & shared spreadsheets for enterprise fund allocations, Federal / State grant editing, maintained daily journals on QuickBooks, and partnered with 3rd party accountant for financial audits.

General Interviewer - Peer Mentor - Survey Tester

Jan. 2021- Nov. 2022

University of Florida Survey Research Center (UFSRC) - Gainesville, FL

Responsibilities: Contacted respondents via phone using remote desktop connection (Cisco VPN) & WinCati software, utilized UF SharePoint portal & Teams channel for interdepartmental communication, read scripts verbatim & responded according to survey Tip Sheets, adhered to Coding Guide and UF/UFSRC policies & procedures, provided professional phone personality at all times, additional interviewing projects over Zoom, tested new surveys for programming team.

Online Communications Coordinator

Feb. 2020 - July 2021

FPC of Englewood - Englewood, NJ

Responsibilities: Managed & created new promotional material (graphics, quotes of the day, etc.) for the church's social media presence for sites such as Facebook, Instagram, YouTube, Vimeo, and Twitter.

Account Manager - Communications Specialist

Aug. 2019 - Feb. 2020

Image First Uniforms / Alpine Trading Company - Englewood, NJ

Responsibilities: Maintained client portfolio for sales, correspondence w/ customers, order processing via phone / email.

EDUCATION

New Jersey Institute of Technology, M.S. in Professional Technical Communication (pending)

GPA: 4.0

New Jersey Institute of Technology, B.S. Communication & Media (2014)

GPA: 3.75

Minors: Industrial Engineering & Science, Technology, and Society

Bergen County Technical High School of Teterboro (BCTHS), Pre-Engineering Program: Diploma, Top 6%. GPA: 3.97

CERTIFICATION

Group 1. IRB-01 Mandatory Training | CITI Program - Completion Record ID: 60358806 **Jan. 2024 - Jan. 2027**
Business Communication | University of Florida myUF Training **Dec. 2023**
Managing at UF: The Supervisory Challenge | University of Florida Training & Organizational Development **(pending)**

VOLUNTEER EXPERIENCE

Beach Clean-Up Team - Our Mother's Stewards **Oct. 2023 - Current**
Founder - Student Art Society Worldwide Inc., 501(c)(3) nonprofit **Sept. 2007 - Current**

TECHNICAL SKILLS

- Expert - Office 365: Word, PowerPoint, Excel, Visio, Project, Outlook, Publisher, Teams.
 - Expert - G Suite / Workspace: Gmail, Calendar, Docs, Sheets, Forms, Drive, etc.
 - Expert - Microsoft (MS) PowerPoint for creating visually pleasing, professional presentations.
 - Proficient with photo-editing using: Adobe PhotoShop / Spark, GIMP, PaintShopPro, CorelDraw.
 - Cross-platform friendly; proficient use of Windows & Mac OS; proficient use of Android, iOS, Windows devices.
 - Expert - usage and customization of web browsers: Chrome, Firefox, Safari, Opera, Edge.
 - Experienced w/ social media implementation, site administration, scheduled updates & maintenance: LinkedIn, Facebook, Instagram, WordPress, Reddit, Tumblr, Pinterest, YouTube, Vimeo, Hootsuite.
 - Experienced w/ QuickBooks (desktop & mobile) for: maintaining Company Profile, Purchase Orders, Credit Card Reconciliation, A/R, A/P, Inventory Lists, Sales, Invoices, Paychecks, Payroll, Taxes, General Journal Entries, etc.
 - Experienced in the following software / programs: WordPress, Dropbox, MailChimp, SurveyMonkey, JotForm, Canva, Slack, Twist, Trello, Zoom.
 - Experienced in the following survey research-related technology: Qualtrics, WinCati / WinCati Supervisor, Ci3 (Sawtooth Software), Scheduler Supervisor, and easily trained in CATI / CAPI software.
 - Types up to 90 words per minute (wpm).
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NON-TECHNICAL SKILLS

- Editorial proofreading of hard-copy documentation & web copy for typos, proper syntax, grammatical errors, etc.
 - Motivated leader works efficiently independently and in cross-cultural teams w/ minimal supervision.
 - Experienced presentation creator: scripts, decks, graphics, overlay audio / video, upload of final product to cloud.
 - Skilled PR rep; top quality customer service skills / cross-cultural communication skills; professional appearance.
 - Experienced brand ambassador; skilled with new member recruitment & customer retention.
 - Professional and courteous personality face-to-face, over the phone, and through web / video calls.
 - Skilled with conflict resolution management; addressing interoffice / interdepartmental personnel issues.
 - Skilled with human resources management & training (recruitment, hiring, onboarding, mentoring, re-training)
 - Languages: English (native) | Spanish (only conversational *español*).
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ACHIEVEMENTS

- Co-Founder, DarkSpaceDepot.com - winner of the 2021 Horizon Awards Experimental / New Technology
 - Google Top Photographer - 2021 to Present
 - Google Local Guide Level 8 - Present
 - Bergen County Technical High School Engineering Advisory Board, President - 2014 to Present
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HOBBIES

Art, photography, gardening, jogging, rec soccer, gaming.