

6891 Gallant Circle SE • Mableton, GA 30126 • Tel: (404) 839-6063 • Chelsea.hall89@gmail.com

PROFESSIONAL OBJECTIVE

Highly motivated, inventive and skilled professional seeks to maximize business administration, industrial management, network correspondence, and Microsoft-Office savvy skills to execute efficiency in organizational flow and secure efficiency in operation management and customer service to clients.

EDUCATION

MA, Clinical Mental Health-In Progress
Argosy University, Atlanta, GA

BS, Business Administration - Concentration Healthcare Management - 2011
Albany State University, Albany, GA

EXPERIENCE

January 2018- Present

Cashier

Publix

- Responsible for completing shopping experiences at point-of-sale transactions
- General store maintenance e.g.: merchandise presentation, equipment upkeep, etc.
- Customer service duties, beyond the register; assisting patrons with bagging, product location, coupon-coding, and departmental referrals.

January 2017-August 2017

Early Infancy Educator

Show Me Love Learning Academy

Mableton, GA

- Responsible for the introductory implementation of state GELDS for infants ages 7-12 months
- Responsible for maintaining a sterile, organized, and hazard-free learning space in accordance with state standards of infant care.
- Responsible for proper hygienic care, pedagogical architecture, nutrition and general wellness care of infants.
- CDA certification in progress

August 2016- January 2017

FedEx Distribution Center

Austell, GA

PHT Trainer

- Promoted to Package Handler Trainer after 2 months of employment (min 6 months experience to qualify)
- Responsible for facilitating safety regulations, AWOL freight system, and barcode-scanner interface technology training to new hire and existing personnel.
- Responsible for select quality assurance duties such as digitally reassigning packages via scanner interface technology; requesting system updates from line haul via telecommunications; and coordinating overlapping route elimination through TBD PIP selection.

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June 2013- December 2013 **Farmer's Home Furniture** Mableton, GA
Credit Collections Representative

- Managed high- volume and quality marketing, collection and customer service calls
- Collaborated with departmental teams to provide exceptional customer service to existing and new customers
- Maintained quality assurance in problem resolution and customer care
- Facilitated debt–reduction plans by way of T-Formula formatting, payment agreements, and delayed payment plans
- Processed confidential account information for all new accounts

August 2012- December 2012 **Contemporary Services Corporation** Atlanta, GA
Event Staff

- Greeted guests upon entry and exit
- Enforced venue policies and procedures, responding to suspicious violations
- Corresponded with attendees including problem resolution and complaint management
- Managed event registration and check-in
- Accompanied/performed stewardship tasks
- Responded to escalated attendee conflict
- Facilitated attendee evacuation and other event management duties

Jan 2010 – May 2010 **Evergreen & Century Pines Assisted Living Facility** Albany, GA
Student Intern, Activity Coordination & Administrative Care

- Facilitated resident in-take procedures and provided tours for potential residents
- Collaborated with Human Resource staff: filing, resident consultations, costs analysis
- Administered group and individual residential services and activities
- Facilitated weekly resident activities: socialization, event planning, ADL management
- Managed administrative essentials professionally: data entry, business correspondence, incidence reports

AFFILIATIONS

2010-Present **B.E.L.I.E.V.E.** Atlanta, GA

- Founder of B.E.L.I.E.V.E - Believing Every Life Is Equally Valuable and Essential.
- Community volunteer organization effort based on charity, mentoring and volunteer work.
- Help to build and support the community by mainly targeting homeless and impoverished communities with at-risk youth via community fund raising projects, events, and government funded grant programs.

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2010-2012 **Healthcare Management Club - Fundraising Chair** Albany, GA

- Coordinated campus activities and events to raise funds for the College of Business School.
- Exceeded annual yearly organizational goals and objectives set by the organization.
- Communicated importance of regular health screenings and dietary regimens for student body via campus and community activities.

2010-2011	HEROES Mentoring Program- Mentor	Albany, GA
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- Mentored adolescents aged 11-16, promoting literacy, high esteem, and positive skill building.
- Provided in school and home based private tutoring services as needed
- Helped foster healthy interdependent relationships among student body
- Planned and implemented intervention strategies for problem solving and conflict resolution in student-teacher, student-parent, and student-peer relationships.
- Facilitated supervised and educational weekend activity outings as safe alternatives for troublesome recreational activities.

SKILLS

- Event Planning
- Program Development
- Microsoft Office Products
- Desktop Publishing
- Database/Statistics
- Report Writing and Presentation
- Multimedia Communications