

CHANEL A. HENLEY

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SUMMARY OF QUALIFICATIONS

- Associate of Arts (A.A) in Mass Communications
- Multi-disciplinary professional with a magnitude of experience in various professions
- Administrative, front desk operator & customer service practical experiences in Tourism sector
- Astute bookkeeping and accounting principles
- Team-building and supervisory training in customer relations management

CORE COMPETENCIES

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|---|---|
| • 10-years+ workforce professional | • Excellent interpersonal B2C phone and live chat support rapport |
| • 6-years office & front desk administrator | • 80-100 WPM |
| • 5-years personal care experience | • In-depth problem solving and troubleshooting analysis |
| • Business Communications competency | • Astute time management within independent roles |
| • Soft accounting & bookkeeping ability | • Advocate for team building exercises and focus team initiatives |
| • Microsoft Office proficiency: Word, Excel, PowerPoint | |
| • Business softwares: Peachtree & Opera | |
| • Social Media integration: content creator | |

PROFESSIONAL EXPERIENCE

The Joint Chiropractic | Atlanta, GA.
Wellness Coordinator

Jan 2020 - Present

- Answering phone calls
- Re-engaging inactive members
- Recognizing and supporting team goals and creating and maintaining positive relationships with team members
- Keeping management apprised of member concerns and following manager's policies, procedures and direction
- Confident in presenting and selling memberships and visit packages

Victory Healthcare System | Atlanta, GA
Personal Care Assistant

Apr 2019- Feb 2020

- Adhere to HIPAA laws and precautions contained in individual clients' Home Plan of Care;
- Assist in periodic client evaluations and assessments with other healthcare team members;
- Support the client with personal hygienic care activities;
- Schedule and/or monitor client self-administration of medications;
- Prepare reports of client status care or service furnished for the clinical record;
- Report any changes in clients' physical condition, attitude, reaction, appetite, etc.;
- Report all client and employee incidents/accidents to supervisor immediately

Georges Family Business | Tortola, BVI

Jul 2017- Apr 2019

Personal/Executive Administrative Assistant

- Streamlined daily operational functions in the office;
- Directed and entered data for all company's business accounts;
- Monitored checks and balance and accounts payable systems for employees;
- Engaged in daily correspondence and lawyers' inquiries via email/telephone;
- Handled confidential court documents & produced documents for specified purposes on-call

NCO Europe/T-Mobile Department | Preston, UK

Nov 2017- Sep 2018

Customer Care Specialist

- Engaged inbound customer calls within a global telecommunications infrastructure;
- Adhered to the company's standards for meeting/exceeding KPI's;
- Generated action plan for focusing on 1st call resolution and call handling time;
- Provided valid and complete information to customers by using the right methods/tools;
- Kept records of customer interactions, processed customer accounts and filed documents;
- Resolved complaints by providing solutions and follow up to ensure resolution was met

BVI Airport Authority | Tortola, BVI*Security Officer Supervisor*

Jul 2015- Apr 2017

- Engaged visitors, patrons, and employees to preserve order and protect property;
- Patrolled & secured industrial & commercial premises to prevent and detect signs of intrusion;
- Answered alarms and investigate disturbances;
- Monitored & authorized entrance and departure of all persons to guard against theft;
- Wrote reports of daily activities [property damage, theft, unauthorized persons, etc.]

Tourist Board | Tortola, BVI

Jul 2014- Apr 2015

Information Officer

- Represented BVI as a Tourism Ambassador
- Greeted guests
- Informed guests of BVI attractions and amenities; • Assisted in directing guest to tours, beaches, amenities, etc.

SEASONAL/PART-TIME***Hotel & Hospitality Management***Island Resort, Spa, & Marina, *BVI* | 2014Village Cay Hotel, *BVI* | 2011- 2012Winward Passage Hotel, *St. Thomas* | 2009***Personal Care Provider Management***London Kurt, *UK* | 2013Nanny/Homecare Provider, *BVI* | 2008-2010***Government -Sector***GERS/FNSI, *St. Thomas, VI* | 2008BVI Ports Authority, *BVI* | 2007***Administrative & Retail/Sales***

Target | 2012

Plaza Extra, *St. Thomas, VI* | 2008

EDUCATION

Belford University, CA

Associates Mass Communications | 2007

ACHIEVMENTS

Certificate of Distinction in Calculus I
Award of Excellence | *Belford University* Certificate
in Public Speaking | *Toast Masters*