

Kasen M. Chandler

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(626) 497-8111
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Organized and efficient administrative professional with 5+ years of experience managing projects, purchasing, and providing exceptional customer service. Effective multitasker able to handle a high volume of clerical projects with accuracy and professionalism.

EXPERIENCE

RMI International, Los Angeles, CA — *Metro Transit Ambassador*

FEBRUARY 2023 - OCTOBER 2023

- Assists passengers with transfers; helps guide customers to access alternate bus or train services during regular service as well as in the event of a service disruption.
- Answers passenger inquiries and maintains a courteous and friendly demeanor at all times.
- Maintains vigilant watch at light rail stations and parking lots and helps maintain a safe and clean environment for passengers.
- Ensures a commitment to safety through consistent and professional behaviors.

AppleOne, Pasadena, CA — *Public Health Representative*

OCTOBER 2022 - FEBRUARY 2023

- Engaged customers informing them of public health information and answered customer inquiries, maintaining a high level of customer care.
- Used computerized systems for tracking, information gathering and troubleshooting.
- Thoroughly documented inquiry outcomes for accurate tracking and analysis.
- Upheld strict quality control policies and procedures during customer interactions.

United States Air Force, Kern County, CA — *Religious Affairs Airwoman*

JULY 2018 - OCTOBER 2022

- Organized fiscal year government budgets to include payment transactions.
- Provided event planning and logistics for many of the events on Travis and Edwards Air Force Base.
- Provided events for Airmen and Officers for the purpose of resiliency and self-care with a total budget of over \$100,000.

SKILLS

Microsoft Office Suite
Customer Service
Teamwork
Data Entry
Data Control
Purchasing
File Maintenance
Time Management
Telephone Reception
Effective Communicator, written and orally
Typing - 46 WCPM

AWARDS

Airman of the 1st Quarter
2022

Warrior of the Week
Air Force Command 2019

Certificate of Merit Piano
Levels 1-4 2017

CERTIFICATIONS

Phlebotomy Certification
Training 2023
Cyber Security
Awareness
Unit Safety Management

- Managed background check files for childcare programs.
- Developed end of mission surveys to collect, analyze and organize information related to base-wide event outcomes.
- Prepared reports, letters, spreadsheets, and memorandums
- Collected information and records to prepare purchase orders for procurement of material.
- Scheduled pick-ups and drop-offs, printed out ready to ship reports based on a schedule.

Emergency
Management Programs
Risk Management
Government Purchasing
Purchasing Ethics
Basic Life Support
Certification
Certified Phlebotomist
Technician

EDUCATION

Arcadia High School, Arcadia, CA — *Diploma*

AUGUST 2014 - JUNE 2018

- AVID President
- Varsity Cheer