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| Chanelle Dunson  1940 Pavilion Dr. Virginia Beach, VA 23451 - 216-501-0470  Chanelledunson@gmail.com · Chanelle Patrice Dunson · |
| My objective is to be a mental health counselor with the DOD. |

# Experience

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| **10/2012-1/2015**  **Human Resource Specialist, U.S. Air Force, Anchorage, Alaska**  **(Active Secret Clearance)**   * Maintain personnel programs servicing 5,400 U.S. Airmen and Soldiers. Provide product information, details, and instructions in person, secured lane lines and SIPRNet interconnected email. * Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction by an electronic ticketing system. * Inspected Secret to Top Secret documentation to ensure the planning, developing and budgeting are all accurate for before. * Ensured that customers were satisfied with company million-dollar military products and services by doing purchase follow-up calls.   **03/2015-01/2016**  **Administrative Assistant, Lifeworks Behavioral Health Solutions**   * Communicated effectively with multiple departments to plan response to meetings and prepare welcome packages for new clients as well as sending off. * Established and fostered strong relationship building to gain support and effectively achieve monthly targets of new clients and document results. * Effective office management while providing timely, courteous and knowledgeable information requests from various behavioral health agencies about services. * Developed various PowerPoint presentations used by the Executive Director to market community education programs to other para-professionals and community partners. * Earned excellent marks on performance reviews in areas including work volume, accuracy and quality’ ability to learn and master new concepts of current procedures, positive work ethic’ and commitment to providing unsurpassed service. |
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# Education

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| june 2011Garfield Heights High school |
| august 2016 – may 218Tidewater community college, associate’s of Social Science 3.7 GPA - President's Honor Roll – Dean’s List |

# Skills

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| Microsoft Office Suites proficient  Windows XP Pro, Windows 10, Windows 7  Apple OS  Type 45-60wpm  Data filing  Dada input |  |

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