CHARITY CHANDLER

CUSTOMER OPERATIONS • TEAM LEADERSHIP • TRAINING & QUALITY

Mississippi | 916-618-3056

PROFESSIONAL PROFILE

Customer operations and service leader with experience spanning case management, escalations, frontline team direction, training support, technical troubleshooting, and quality evaluation. Progressed into higher-responsibility roles at Agero and Walgreens; directed on-site teams and operational priorities with out-of-state management oversight. Combines customer advocacy with sound judgment, workflow coordination, accurate documentation, and practical coaching. Positioned for team lead, training lead, customer experience supervisor, and operations management opportunities.

LEADERSHIP & OPERATIONS STRENGTHS

Team Direction & Daily Operations • Onboarding / Peer Coaching • Escalation & Case Management • Independent Decision-Making • Staff Scheduling & Task Delegation • Cross-Functional Coordination • Quality Standards & Documentation • Customer Experience • Technical Support • Search Quality Evaluation

PROFESSIONAL EXPERIENCE

AGERO | Case Manager, Customer Experience Center / *Jul 2025 – Oct 2026*

- Oversaw complex customer cases from investigation through resolution, prioritizing competing needs and coordinating action across internal teams and service partners.
- Applied independent judgment to escalations, policy-sensitive decisions, follow-up plans, and thorough case documentation.
- Advanced from frontline customer support into the Customer Experience Center case management function.

AGERO | Customer Service Representative / *Mar 2025 – Jul 2025*

- Handled time-sensitive service issues, researched account concerns, and documented accurate resolutions in a high-volume environment.

TELUS INTERNATIONAL | US Rater | Remote Contract / *Jun 2024 – Jun 2025*

- Evaluated search results and digital content against detailed relevance, quality, and user-intent guidelines; exercised consistent independent judgment.
- Assessed language, content usefulness, and user experience across desktop and mobile platforms.

WALGREENS | Consumer Relations Specialist II / Consumer Relations Agent / *Nov 2023 – Feb 2025*

- Handled complex consumer escalations, researched sensitive issues, and applied policy and judgment to resolve concerns.
- Supported colleagues with difficult cases and shared process knowledge, reinforcing service consistency and documentation standards.
- Progressed from Consumer Relations Agent to Specialist II in Apr 2024.

EXTENDED STAY AMERICA | Assistant General Manager / *Jul 2022 – Jul 2023*

- Coordinated daily property operations, staff selection, scheduling, guest escalations, and administrative priorities.
- Supported financial reporting and operational continuity while directing frontline work and service delivery.

APOLLO RETAIL SPECIALISTS | Traveling Lead Merchandiser / *Sep 2021 – Nov 2022*

- Directed overnight teams during large-scale Home Depot resets and remodels, assigning work, monitoring execution, and resolving on-site obstacles.
- Owned day-to-day team priorities and on-site decisions with senior management based out of state; coordinated progress and client expectations.

SAS RETAIL SERVICES | Merchandising Lead / *Feb 2020 – Feb 2021*

- Led merchandising execution, aisle resets, product placement, and deadline-driven assignments across client locations.
- Coordinated daily work independently, reinforcing standards and keeping teams aligned with project requirements.

ADDITIONAL RELEVANT EXPERIENCE

VERIZON WIRELESS | National Account Coordinator / *Oct 2005 – Oct 2010*

- Coordinated customer accounts and device/order fulfillment; investigated delivery delays and worked with carriers, logistics, and internal teams.
- Provided device setup, connectivity and software troubleshooting, data-transfer assistance, and product education.

Voxpro Group — Tier 1 Technical Support, Google Nest (2018–2019) • Uber / Zero Chaos — Partner Support Specialist (2017–2018) • Faneuil / Covered California — Service Center Representative (2014–2015; 2017–2018) • Wells Fargo — Business Banker (2013–2014) • IDEXX — Dispatcher (2013)

EDUCATION & CREDENTIALS

edX / University of Maryland — Digital Marketing Certificate (2024) • Sacramento City College — Associate of Science, Cosmetology • Magnolia College of Cosmetology — Cosmetology License