

Chelsea D. Chatham

 Chelsea.d.chatham@gmail.com |  (540) 905-5227 |  LinkedIn

Professional Profile

Detail-oriented Human Resources and Administrative professional with over 4+ years of experience supporting employee onboarding, personnel records, compliance, and customer service in fast-paced, highly regulated, cross-functional environments. Demonstrated expertise in records management, data accuracy, policy adherence, and benefits coordination, with a strong commitment to confidentiality and ethical standards. Known for reliability, integrity, and the ability to manage sensitive information while delivering exceptional service to diverse clients and stakeholders. Brings proven leadership, problem-solving, and communication skills developed through both administrative and caregiving roles, with the ability to prioritize tasks, adapt quickly, and perform effectively under pressure.

Awards & Recognition

- Certificate of Commendation (2) - Awarded for superior performance of duties, exceptional administrative accuracy, and sustained professional excellence in support of organizational operations.
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Experience

Angels Mission LLC

Caregiver/ Direct Support Professional

January 2023- May 2025

- Held National Caregiver Certification through the American Caregiver Association, demonstrating competency in patient care, safety, ethics, and professional standards
- Provided direct caregiving and daily living support to individuals with medical, developmental, and high-needs conditions in home and community-based settings
- Assisted with activities of daily living (ADLs) including feeding, hygiene, mobility support, positioning, and safety supervision while maintaining client dignity
- Managed gastrostomy tube (G-tube) feedings, medication administration, and site care in accordance with physician directives and care plans
- Maintained accurate health documentation, including feeding schedules, medication tracking, behavior observations, and provider communications
- Monitored client health status and behavioral changes; promptly reported concerns and emergent conditions to supervisors and care teams
- Followed individualized care plans, medical guidance, and organizational policies to ensure continuity, compliance, and quality of care
- Implemented infection-prevention protocols, sterile techniques, and proper equipment handling

- Coordinated appointments across multiple specialties, therapy services, and early intervention programs
- Collaborated with families, healthcare providers, and organizational leadership to support care outcomes and client well-being
- Responded effectively to urgent situations using First Aid and CPR/AED training
- Maintained strict confidentiality and safeguarded sensitive personal and medical information in compliance with privacy standards
- Demonstrated strong time management, adaptability, and documentation accuracy in high-responsibility, high-stress environments

Department of the Navy

Human Resources Assistant (Active- Duty Personnel Records)

Manpower Management Performance Branch (MMPB-22) | GS-07

February 2022 – January 2023

- Maintained Active Secret Security Clearance while handling sensitive and classified personnel records.
- Managed and maintained Official Military Personnel Files (OMPF) for active-duty Marines, ensuring accuracy, completeness, and regulatory compliance.
- Updated, audited, indexed, and validated personnel records using OMPF and ODI-RMS (Optical Digital Imaging – Records Management System).
- Created and maintained digital personnel files in support of Headquarters Marine Corps operations.
- Processed 1,000+ personnel documents daily, ensuring proper inventory control, data integrity, and compliance with Marine Corps Orders (MCOs) and DoD regulations.
- Reviewed, scanned, corrected, and uploaded military personnel documentation including promotions, evaluations, awards, disciplinary actions, reenlistments, and separation records.
- Conducted quality control reviews to identify discrepancies and coordinated corrective actions with IPACs, unit administrators, and command representatives.
- Delivered high-volume customer service, handling 100+ inquiries daily via phone, email, and in-person support related to personnel records and documentation status.
- Responded to official personnel record requests and verification inquiries in a timely and professional manner.
- Coordinated with external federal and law enforcement agencies, including NCIS, CID, and the FBI, to facilitate authorized personnel record requests.
- Provided technical guidance to administrative personnel regarding OMPF documentation requirements and submission procedures.
- Ensured strict protection of Personally Identifiable Information (PII) and compliance with Privacy Act, cybersecurity, and records-management policies.
- Supported audits, inspections, and quality assurance reviews by maintaining inspection-ready personnel records and documentation.

Human Resources Assistant (Employee Eligibility & ID Services)

Defense Enrollment Eligibility Reporting System (DEERS/ G-1 Manpower) | GS-05

July 2019 – March 2020

- Delivered personalized customer service to 40+ service members and their families daily.
- Performed audits for over 1,000 service members' DEERS enrollment records for active-duty members, retirees, dependents, and eligible civilians in accordance with DoD regulations and policies.
- Verified eligibility by reviewing official documentation including birth certificates, marriage certificates, divorce decrees, adoption paperwork, and court orders.
- Issued, renewed, and updated Common Access Cards (CAC) and Uniformed Services Identification Cards following identity verification and security procedures.
- Entered, updated, and validated personnel and dependent records in DEERS and related personnel systems, ensuring data accuracy and integrity.
- Provided front-line customer service in a high-volume environment, responding to walk-in, appointment-based, and telephone inquiries.
- Explained benefits eligibility, enrollment requirements, and ID card procedures clearly and professionally to customers.
- Ensured compliance with DoD Instructions (DoDI), privacy laws, and cybersecurity requirements.
- Safeguarded Personally Identifiable Information (PII) and sensitive records in accordance with federal privacy standards.
- Identified discrepancies in records and corrected errors or escalated complex cases to senior staff or supervisors.
- Scheduled appointments, maintained service logs, and assisted with daily administrative operations.
- Supported inspections, audits, and quality assurance reviews by maintaining accurate and inspection-ready documentation.
- Collaborated with military personnel, civilians, contractors, and supervisors to ensure timely and accurate service delivery.

United States Marine Corps

Administrative Specialist (Human Resources & Personnel Operations)

Active-Duty Military | E-4

April 2015 – April 2019

- Maintained Active Secret Clearance.
- Managed inbound onboarding and administrative processing for personnel reporting under PCS, TAD, and permanent assignment orders, ensuring accurate personnel and pay setup.

- Led administrative onboarding and personnel record management for a high-volume federal organization, ensuring accurate compensation, documentation, and regulatory compliance.
 - Maintained confidentiality of Personally Identifiable Information (PII) sensitive personal and financial information in accordance with privacy and security requirements.
 - Reviewed and verified official orders, service records, and eligibility for pay and housing entitlements, reducing administrative and payroll discrepancies.
 - Ensured correct unit diary entries and reporting compliance.
 - Audited and managed records for 5,000+ service members, including incoming, overseas, and retiring personnel, via MCTFS (Marine Corps Total Force System).
 - Researched and resolved pay discrepancies using MCTFS.
 - Verified personnel entitlements using OMPF (Official Military Personnel Files), ensuring compliance with official documentation.
 - Processed travel relocation payments and managed reimbursement records using DTMS (Document Tracking & Management System).
 - Supervised six junior personnel, ensuring timely and accurate task completion.
 - Briefed management on travel relocation, pay entitlements, and personnel matters.
 - Corrected pay discrepancies of \$1,000+ during tenure.
 - Identified and resolved pay and personnel issues through coordination with finance offices and higher-level administrative authorities.
 - Developed and implemented SharePoint pages for DOD Marines, enhancing accessibility of resources.
 - Delivered outstanding customer service, counseling service members on retirement, health insurance, and pay-related issues.
 - Provided customer-focused administrative support to service members and families, explaining complex policies in clear, professional terms.
 - Assisted senior leaders with workflow management and task prioritization.
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Education

Colorado Technical University

Associate of Science in Business Administration | *Graduated October 2023 (GPA: 3.73)*

Liberty University

Bachelor of Science in Business Administration & Data Analysis: Project Management Cognate | *Expected January 2027*

Certifications

- Yellow Belt Lean Six Sigma
- Microsoft Office Suite (Word, Excel, SharePoint, PowerPoint)
- National Caregiver Certification – Home Health Aide- American Caregiver Association (ACA)

- American Red Cross First Aid & CPR/AED Certified (Adult & Pediatric) | *Valid until 2026*
 - Military Data Entry Annual Certifications
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Skills | Core Competencies

- Human Resources Administration & Support
- Personnel Records Management (OMPF / Employee Files)
- Onboarding, Eligibility & Benefits Support
- Policy Compliance & Regulatory Adherence
- Data Entry, Auditing & Quality Control
- Confidential Information & PII Protection
- Customer Service in High-Volume Environments
- Case Management & Issue Resolution
- Pay, Benefits & Entitlements Processing
- Document Management & Records Retention
- Process Improvement & Efficiency (Lean Six Sigma Yellow Belt)
- Professional Writing, Documentation & Correspondence
- Leadership, Team Support & Training
- Time Management, Prioritization & Organization
- Problem Solving, Critical Thinking & Decision-Making
- Interpersonal Communication & Stakeholder Engagement
- Ability to Perform Under Pressure & Meet Deadlines