

Chantelle MacAdams

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EXPERIENCE

Virtual Receptionist

Jul 2021 - Present

Securus Contact Systems, Remote

Handle up to 150 inbound calls per day with kindness, poise, and professionalism.

- **Schedule management:** Accurate and efficient scheduling across multiple platforms such as HouseCallPro, ServiceTitan, Google Calendar, and others.
- **Customer service:** After hours, overflow, and emergency answering service and call routing for over 2500 individual businesses including law firms, property managers, contractors, and home service companies.

Science Communication Intern

Jun 2020 - Sep 2020

Oregon Department of Fish and Wildlife, Remote

- **Social media outreach:** Weekly production of 3-5 Instagram and Twitter posts relating scientific topics in snippets suitable for public digestion to build social audiences for the Oregon Marine Reserves.
- **Infographic production:** Using Adobe Creative Suite (Photoshop, Illustrator and InDesign), produced one-page infographics for public distribution that explain research efforts ongoing in the Oregon Marine Reserves rocky intertidal.
- **Science communication assessment:** Attended weekly scientific seminars, lectures, and ODFW agency meetings to hone my own communication skills and critically examine the successes of others in the industry.

Laboratory Technician

Jun 2019 - Feb 2021

Oregon State University, Corvallis, OR

- **Volunteer management:** Recruitment and retention of 50+ volunteers (a 100% increase over previous years) including scheduling, training, supervision, and mentorship for scientific field work, data collection, sample processing, grant writing, and project presentations.
- **Laboratory organization:** Streamlining lab inventory, organization, and safety protocols. Connection of computers, installation of new software, networking, VPN/VLAN access, user profiles, and remote connections for multiple users on Microsoft-based systems. Creation of new protocols and instructions for future technicians of novel processes in data and sample processing.
- **Research Presentation:** Live, recorded, and conversation presentation of research results at industry-leading conferences and local community events for stakeholders. Understanding of varied audiences to tailor messaging specifically to peers or public.

Administrative Support

Mar 2017 - Jun 2019

Coldwell Banker Valley Brokers, Corvallis, OR

- **Agent technical support:** Instruction and troubleshooting for Microsoft, Apple, Android, and other technology for real estate agents using paperless filing, computer security and firewall, social media, cloud-based servers, software updates, lead generation software, and others. Assisted with onboarding new agents to firm-wide technology including Paperless Pipeline, office equipment, remote VPN settings, and website and social media updates or creation.

- **Social media marketing:** Creation of 5-10 weekly social media posts advertising available listings or agency events to build social audiences
- **Data management:** Assured that files for property sales and listings were complete and accurate through spreadsheet management and checklist auditing

Office Manager / Operations Manager / Etc.

Sep 2009 - Mar 2017

Oregon

Worked in various non-academic or scientific fields in administrative roles providing:

- **Technical support:** Installation, set up, training, troubleshoot, and repair of office equipment including Apple iOS, Microsoft Windows and Linux, and Android products. Hardware, hard-wiring, software updates, cloud-based storage, network servers and printers, and VPN/VLAN services for phones, tablets, laptops, and desktops.
- **Database management:** Creation of new filing systems, streamlining of existing systems, and organization of efficient ways to keep data accurate and available for use.
- **Executive assistance:** Calendar management, email and voicemail management and relay, errand-running, and assistance for managers and executives.
- **Human resources:** Timecard management, hiring and recruitment, performance reviews, training and management of up to 15 employees.

EDUCATION

Bachelor of Science (B.S.)

Mar 2017 - Jun 2020

Oregon State University, Corvallis, OR

SKILLS

Microsoft Office Suite, Google Suite, Adobe Creative Suite, Computer networking, Software Coding (R), Interpersonal Communication, Social Media Management, Web and graphic design