**Chelsey** **Craig**

East Norriton, PA

Mobile: 610-324-0734

Email: chelsey.craig7321@gmail.com

**Technical Training**

**Programming Languages:**

Proficient in JavaScript (ES6+), HTML5, CSS3, jQuery, Node.JS, & Bootstrap.

**Music Software:**

Sibelius, Finale

**Other:**

Microsoft

**Education**

**University of Pennsylvania**

*August 2020*

Philadelphia, PA

Penn LPS Coding Bootcamp Certificate

**PA Bankers School of Banking**

*June 2015*

State College, PA

**Franklin & Marshall College**

*2008-2010*

Lancaster, PA

Music

* Mu Epsilon Sigma Music Honor Society inductee

**Professional Experience**

**PromptCare Respiratory** (King of Prussia, PA)     **January 2019-Present**

***High-Tech Medical Case Manager***

I manage the medical cases of over 250 pediatric and adult patients who survive on life-sustaining durable medical equipment.  My job is to provide one-on-one customer service and coordination to each patient’s guardians, nurses, doctors, and other medical professionals. I also work closely with our over 150 contracted insurance companies to coordinate patient needs from their transition from hospital care to home care needs.

**VICTORY CHURCH,** (Audubon, PA)   **August 2017-June 2018**

***Childcare Supervisor***

As the supervisor for childcare I am responsible of managing a team of seven individuals to provide evening childcare five days a week for Victory Church catering to school aged and infant children. Duties include developing weekly lesson plans, quarterly employee reviews, schedule management, and providing childcare.

**VICTORY BANK,** (Limerick, PA)                  **April 2014-December 2016**

***Banking Center Representative***(April 2014-December 2014)

This position gave me an in-depth experience working with all aspects of personal and business accounts. With a primary focus on customer service, I was able to learn a wide breadth of information while strengthening my customer service skills.  Daily tasks included opening accounts, taking deposits, troubleshooting basic banking issues, preparing reports for back office reconciliation, manage the vault and ATM, preparing IRA statements, managing estate and trust accounts, performing account maintenance, and providing following up with new clients.

***Electronic Banking Specialist*** (January 2015-December 2016)

As the Electronic Banking Specialist I was given the opportunity to self-manage the entire electronic business banking department at the bank, (~80% of banks yearly deposits).  My tasks included working with our business clients to establish the best deposit system for their business and devising plans to integrate our technology with their software systems. I handled consultations, equipment installations, equipment ordering, troubleshooting, client trainings, and yearly audits. I also built, upgraded, and managed our Apple and Android customer and business apps, installed and upgraded automatic debit card machine, trained and cross-communicated business clients on banking software interface with Quickbooks and Quicken, and worked with bank lenders to create the best banking experiences for customers.

***Personal Banker I*** (January 2016-December 2016)

Fulfilling this position placed me back in a position to take on more duties that were outlined during my time as a Banking Center Representative but taking on a role in leadership in my department. I reported directly to the head of retail banking and participated in weekly meetings to devise ways in which to improve the retail banking department and client experience.

Accomplishments:

* Recognized as top 7 millennial banker in PA by PA Bankers Magazine
* Graduate of PA Bankers School of Banking, (June 2015)