

# Chelsea H. Crooke

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## OBJECTIVE:

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To join a creative cross functional team: employing hands-on experience in planning, analyzing, and implementing assigned projects, and ensuring delivery of projects within established constraints.

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## EDUCATION:

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### Bachelor of Interdisciplinary Studies:

Multicultural Diversities in Business/ Marketing  
Virginia Commonwealth University, Richmond, VA

August 2011 - May 2017

### Bachelor of Arts

University of Alabama, Tuscaloosa, AL

August 2010 - May 2011

### Relevant Coursework Experience

- Managed multiple projects simultaneously.
- Able to create efficient project timelines.
- Excellent Verbal and Written Communication skills
- Proficient in Adobe Photoshop, Indesign, Powerpoint, MS Office with training in Envi and IOS

## EXPERIENCE:

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### Massachusetts Avenue Surgery Center, Merger Transition Team, Bethesda, MD

03/2018- Present

- Improve network reporting process; refine and maintain system for documentation, create storage of online accreditation materials, conduct weekly status updates for reports, implement stricter follow up guidelines for the reporting process.
- Develop peer review procedure, implement the process periodically, reformat template for future peer reviews. Continue to update documentation and evaluate effectiveness of process, provide weekly status updates.
- Transition the surgery center to new inventory/ supply chain management system digitally to increase productivity and organization. Optimize ordering, storage capacity and lead time.
- Credentialing; verify accuracy in confidential documents, source educational website to affect training, retrain as needed. Serve as the liaison between the surgery center and corporate headquarters.
- In addition to existing responsibilities entrusted to assist COO and Financial Officer with extra projects involving reconciling orders and invoices

### Freelance Graphic Designer, Richmond, VA

05/2014- Present

- Business logo designs/ business cards
- Produced modern art deco designs for wedding art displays.
- Contracted to create fine art pieces for business and private uses

### Southern Railway Taphouse, Hostess Shift Supervisor, Richmond, VA

September 2013- March 2018

- Managed the front of the house- greeting and seating guests, assigning servers to tables, taking reservations, maintaining the wait list, and updating the kitchen
- Invited to consult with the management team on the opening of a new restaurant.
- Trained new employees. Tasked with evaluating current staff and managing them to a higher level of performance.

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## LICENSES & SPECIAL SKILLS:

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- Project management, coordination, task management.
- Good communications skills: able to diffuse tense interpersonal confrontations
- Trained new employees, evaluated and managed existing employees
- Proficient in the use of Excel, Photoshop and InDesign
- Increased social media presence by 10% during the first month of my internship with RVA First Fridays

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## **PART TIME EMPLOYMENT/ INTERNSHIP:**

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**RVA First Fridays**, Multimedia Intern, Richmond, VA

September 2016-January 2017

- Implemented improvement of social media strategy to increase community participation.
- Collaborated with Director, Board Members and local businesses to develop a plan and schedule future art walks.
- Designed and produced marketing/ advertising materials such as posters, social media posts and community collaborations.

**South Moon Under**, Sales Associate, Merrifield, VA

April 2013-September 2013

- Greeted guests, set up displays and sale sections for the store, filled online orders, checked out customers, promoted sales verbally to customers as they shop, up-sold merchandise, opened and closed the store

**Focused Image Inc**, Graphic Design Intern, Falls Church, VA

May 2010 – August 2010

- Set up meeting room, created presentation booklets and brochures for the company, collected images for campaigns, designed business cards and letterheads for clients, drafted poster designs for client promotional events.

Reference Available Upon Request