

Chantelle Nicole Craig

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Objective:

A position that allows me to use my organizational, time-management and supervision skills in a professional setting

Skills Summary:

- **Fluent in American Sign Language**
- Microsoft Office and expert computer skills
- Human Resources, interviewing
- Cash handling, basic accounting, client services
- Reliable, versatile, outgoing, willingness to learn
- Management delegation, supervision, leadership and advising
- Problem solving, planning, scheduling, evaluating, observing
- Excellent verbal communication, written communication, administrative writing skills

Education:

SNHU (ongoing)

Major: **Business Administration**

Minors: **Child Development**

Certifications: **Medical Admin Assistant; Peer Recovery Support Specialist**

Experience:

Stillwater Child Development Center 2017-2018 Stillwater, Oklahoma

Director

- Supervise preschool teachers and childcare workers
- Hire and train new staff members
- Provide training and professional development opportunities for staff
- Establish policies and communicate them to staff and parents
- Develop educational programs and set educational standards
- Help staff resolve conflicts between children
- Assist staff in communicating with parents
- Meet with parents and staff to discuss students' progress
- Establish budgets and set fees for programs
- Ensure facilities are maintained and cleaned according to state regulations

Tulsa Pediatric Urgent Care

Front Desk

Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)

Greet and welcome guests

Answer questions and address complaints

Answer all incoming calls and redirect them or keep messages

Receive letters, packages etc. and distribute them

Prepare outgoing mail by drafting correspondence, securing parcels etc.

Check, sort and forward emails

Monitor office supplies and place orders when necessary

Keep updated records and files

Monitor office expenses and costs

Take up other duties as assigned (travel arrangements, schedules etc.)

The Goddard School 2014-2015 Jenks, Oklahoma**Assistant Director**

- Assisting the director in running the day-to-day- operations of the facility
- Understanding and complying with the facility's policies as well as state and federal laws Establish policies and procedures including acceptable disciplinary policies
- Assisting in interviewing, hiring, training and placing new employee
- Forwards information by receiving and distributing communications; collecting and mailing correspondence; copying information.
- Maintains supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to workstations
- Maintains equipment by completing preventative maintenance; troubleshooting failures; calling for repairs; monitoring equipment operation; monitoring and purchasing meter fund Parent, client, potential client interactions
- Scheduling appointments, tours, conferences, meetings Managing, scheduling, advising and leading 17+ staff
- Assisting with enrollment, marketing and fundraising
- Establishing and maintaining a relationship with parents and children

Tree House Academy Children's Learning Center 2012-2014 Tulsa, OK**Assistant Director, Teacher (School-Age, Older Infants, Toddlers)**

- Assisting the director in running the day-to-day- operations of the facility
- Understanding and complying with the facility's policies as well as state and federal laws Establish policies and procedures including acceptable disciplinary policies
- Assisting in interviewing, hiring, training and placing new employee
- Forwards information by receiving and distributing communications; collecting and mailing correspondence; copying information.
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Bright Beginnings Early Learning Center(Formerly, Lil' Tots and Big Dreams) 2009-2012 Glenpool, Oklahoma

Assistant to the Director, Teacher (Pre-K, Toddlers, Twos), Substitute

- Attend professional meetings, educational conferences, and teacher training workshops to maintain and improve professional competence.
- Attend staff meetings, and serve on committees as required.
- Management, observations, advising and leading
- Oversaw and managed 10+ employees
- Conducted tours, interviews, hiring and firing and meetings Attended required training Completed room walk-through to ensure accuracy
- Establish and maintain a relationship with parents and children
- Office organization
- Parent, client, potential client interactions Scheduling appointments, tours, conferences, meetings

Certifications and Certificates:

- Oklahoma Child Care Director's ECE/CD and Administration and Management Certificate/Credential
- Oklahoma Bronze Director's Credentials
- 4 Professional Contribution Points
- Food Handler's
- First Aid/CPR
- 185 hours of approved training
- Teacher of the Month (January 2013, Tree House Academy)
- Professional Development Ladder
- ELCCT/DELT training