

# Chelsei James

Columbia, SC | (803)206-5740 | chelsei.james@gmail.com

## Education

### **Bachelor of Science in Human Nutrition | Graduated December 2018**

Winthrop University, Rock Hill, South Carolina

- Magna Cum Laude

### **High School Diploma | Graduated June 2015**

Airport High School, West Columbia, South Carolina

### **Food Blogger | EatingWithCJ.com | April 2020 – Present**

- Plant-based food blog focused on increasing fruit and vegetable intake

### **Nutritionist II | Department of Health and Environmental Control | January 2022 - Present**

Columbia, SC

- Serves community as head chef of the Cooking Matters nutrition education program
- Teaches cooking skills and food safety to underserved and low-income communities
- Manages overall food storage and food pantry protocols

### **Senior Customer Service Representative | DXC Technology | April 2020 – December 2022**

Blythewood, SC

- Promotes client loyalty through providing swift and accurate customer service
- Assists management with specialized projects to ensure team goals are met
- Communicates professionally with team members when new information is learned to ensure consistency of service between representatives

### **U.S. Census Bureau Customer Service Representative | Maximus Federal | January 2020 – April 2020**

Blythewood, SC

- Received numerous perfect QA scores, contributing to a top scoring CSR team
- Successfully trained in both inbound and outbound call handling
- Applied critical thinking skills, knowledge of policy, and excellent customer service to resolve customer inquiries

### **Nutrition Associate | Lexington Medical Center | January 2019 – January 2020**

West Columbia, SC

#### **[RETAIL]**

- Streamlined temperature log data sheets into a system that promoted proper documentation
- Executed customer transactions with timeliness and accuracy
- Provided quality customer service to every patient and coworker that entered the Nutrition Services environment

#### **[DIET CLERK]**

- Maintained professional tone to service all patients with quality care via phone call system
- Addresses all patient complaints and concerns with appropriate coworkers to resolve issues promptly
- Translated nutrition knowledge into accurate and simplified explanations of diet restrictions for patients

### **Team Member | Yoghut | July 2018 – January 2019**

Columbia, SC

- Memorized combinations of food and drink recipes to produce high quality products while under pressure during peak hours
- Operated a new Point of Sales system efficiently and accurately to provide shorter transaction times
- Maintained correct prep food par levels for daily production

### **Wofford Hall Resident Assistant | Winthrop University Department of Residence Life | August 2016 – May 2018**

Rock Hill, SC

- Coordinated residents with appropriate campus resources for their needs
- Created an inclusive community atmosphere in the residence hall suitable for academic success
- Ensured all residents had a safe living environment by promotion of campus policy and bystander awareness

## Skills & Knowledge

- Experience in micro-counseling training
- Mental Health First Aid Certification

- Medical Terminology Knowledge
- ServSafe Food Manager Certification

### **Awards and Achievements**

- Palmetto Fellows Scholarship Recipient; \$7500 annually
- Winthrop Fellows Scholarship Recipient; Full tuition reimbursement annually
- Palmetto Fellows STEM Enhancement; \$2500 annually
- Member of The National Society of Collegiate Scholars