

To: Recruiting Specialist
Human Resources Manager,

My name is LaDeidre Lyday- Chestand. This letter is to advise you of my interest in consideration for this opportunity. Once you have an opportunity to review my background, you will see that I have right mix of skills, experience and education that make me an ideal candidate for this particular position. I feel that I am qualified to perform the duties consistent with your job specifications as my recent employment has given me the proven ability to handle document preparations and filings as a result of my professional tenure.

I have learned the critically important role of being a team player as well as how to work independently to drive results. My background is in the field of Marketing, Investigations, Customer Service, Entertainment, and Business. My administrative experiences are impeccable with an extensive skill set for high productivity and ethical compliance. I am highly trained in software applications and have been staffed as solely responsible for activities that require my expertise in various software packages within the investigations and customer services arena.

I hope to be considered for this position. I look forward to talking with you about this opportunity and ultimately contributing to the continued success of your organization. I can be contacted by phone or e-mail, which is noted in aforementioned letterhead of the correspondence.

Respectfully,

LaDeidre Chestand



LaDeidre Lyday- Chestand

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OBJECTIVES: CHALLENGING CAREER

- Demonstrated ability to analyze information identifies significant factors, gather pertinent data, and develop solutions, research, analysis, and investigations.
- An effective problem-solver with excellent organizational and time management skills; capably liaises and manages business relationships.

STRENGTHS:

- **Excellent** interpersonal relations/oral and written communication skills
- Versatility, adaptability, and willingness to **tackle new responsibilities and multiple tasks; self-starter**, assertive, **positive “can do” attitude**, and **team player**
- Personally committed to the **highest ethical standards**
- Proven history of achieving the highest levels of **performance** and **productivity**
Resilient, Strong **enterprising spirit and character**, **Innovative** thinker, **Resourceful**

PROFESSIONAL WORK OF EXPERIENCE

Careers 2 Day Staffing, LLC

Lawrenceville, GA

July 2011-Present

Founder/CEO

- Assistance with clients on quest for self-employment and savings on essential services for home, business, healthcare, and wellness.
- Match people who are looking to work from home or a local office with employment opportunities that fit their needs.
- Marketing and Advertising. Training and Support.

Aldi**Muskogee/Tulsa, OK****December 2015 – January 2016****Brand Ambassador**

Represented the products for market evaluation and what the company has to offer. Consumers were educated about the features and benefits of the product line. Demonstrated the values instills in the products throughout the sales force. Engaged and interacted with consumers to create a demand for products.

Axe

Atlanta, GA

August 2010-June 2013

Brand Ambassador

Represented the products for market evaluation and what the company has to offer. Consumers were educated about the features and benefits of the product line. Demonstrated the values instills in the products throughout the sales force. Engaged and interacted with consumers to create a demand for products.

Hanes (Underwear)

Atlanta, GA

August 2011-September 2011

Represented the products for market evaluation and what the company has to offer. Consumers were educated about the features and benefits of the product line. Demonstrated the values instills in the products throughout the sales force. Print and Commercial work done as well.

Express Pros Temp Agency

Alpharetta, GA

Jan- 2011 – September 2011

Customer Service Representative

- Answer inbound calls from customers, quickly assesses customer needs and proactively provides solutions. Provide superior customer service while handling inbound calls for order placement and product inquiry. Document details of customer interaction into system while on the phone.
- Drive repeat business by providing, excellent service, accurate and thorough product and service knowledge to customers and through relationship building with customers.
- Keep customers informed on the status of their order, reconciles errors in a cost effective manner, resolves post-order issues such as returns and follows up to ensure all customer needs are fulfilled.

Gateway Foundations

Broken Arrow, OK

May 2009-August 2010

Habilitation Training Specialist/Nurse

- Provides hands-on assistance, instruction, and guidance on an individual, small, and large group basis in the development of skills, as outlined in program plans, to consumers in various settings as appropriate.
- Assists consumers with personal care and hygiene needs as needed, including toileting, dining, showering, dressing, and grooming. Demonstrates appropriate techniques in all physical interactions or interventions with consumers, including dining, lifting, transferring, positioning, or restraining.
- Implements plans, objectives, and activities, and provides services in accordance with the individual's program plan. Consistently implements and adheres to Behavior Management Plans. Receives instruction, guidance, and direction from clinical staff on particular methods, treatments, etc.
- Assists in providing a safe environment for consumers, through timely reporting of facility or equipment maintenance or replacement needs, and participating in building evacuation drills.
- Meets all record keeping and documentation requirements.
- Responsible for providing safe transportation as necessary or required to consumers to and from off-site locations in agency-owned and/or own vehicle.

Jackson Hewitt Tax Service

Tulsa, OK

December 2007-March 2010

Customer Service Representative

- Researches tax related questions and issues, and responds to clients appropriately and within a timely manner.
- Maintains a positive image, and meets all customer service standards and productivity levels as set by the Office Supervisor.
- Maintains office image; keeps work area neat and clean.
- Resolves client complaints, or refers situations to supervisor (as appropriate) for resolution.

Avis Budget Group

Tulsa, OK

March 2007-November 2008

Property Claims Assistant

- Investigations of accident/loss circumstances to determine liability; negotiation of settlements within level of authority.
- Assign third party vehicle for appraisal; recover amounts paid out breach of contract claims; and review, evaluate.
- Initiate action on property damage claims against Budget Truck to ensure fair, equitable settlements in a timely fashion.
- Worked closely with Property Claims Manager.

EDUCATION

University of Phoenix

Sandy Springs, GA

2008-2012

BS/CJA Management**ADDITIONAL INFORMATION AND SKILLS**

System Skills: Microsoft Office, Excel, and Powerpoint

Additional Skills:

- Project positive attitudes towards others
- Clearly and genuinely interested in others
- Foster good human relations
- Empathic and express concern for others
- Adapt to different personalities and circumstances
- Communicate effectively with others
- Influence and motivate other people
- Manage conversations and effectively draw out information
- Understand the emotional strengths and weaknesses of others