

Tremaine Chappell, BSW

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SUMMARY

Detail-oriented administrative professional with a Bachelor's degree and 4+ years of combined experience in office management, scheduling, and technical reporting. Proven expertise in streamlining workflows, managing complex calendars, and maintaining compliance with institutional guidelines. Adept at leveraging Microsoft Office Suite (Excel, PowerPoint, Word) to create reports, presentations, and data-driven solutions. Strong communicator with a track record of improving operational efficiency by up to 25% in academic and healthcare-adjacent settings.

EDUCATION

Texas Southern University

Bachelor's Of Arts, Social Work

Houston, TX

SKILLS

Software: Microsoft Office Suite (Advanced Excel, PowerPoint, Word), Google Workspace, Canva, HMIS

Administrative: Calendar Management, Travel Coordination, Data Entry, Document Preparation, Confidential Recordkeeping

Communication: Team Collaboration, Public Speaking, Advocacy, Customer Interaction

Platforms: MacOS, Windows

Interests: Books, Vinyl Records, Sports

WORK EXPERIENCE

Social Work Intern

The Beacon

Houston, TX

September 2023 – May 2024

- Conducted client intake assessments and managed data entry in the Homeless Management Information System (HMIS), ensuring a 100% compliance rate.
- Monitored service plan effectiveness and provided reports on client progress, helping improve goal achievement rates by 15%.
- Coordinated with multidisciplinary teams, facilitating the connection of clients to essential services such as housing, healthcare, and employment.

Administrative Assistant

Texas Southern University – Recreation and Wellness Center

Houston, TX

February 2022 – May 2024

- Managed executive schedules, coordinated meetings, and prioritized tasks, enhancing productivity by 20%.
- Maintained 100% accuracy in confidential student records and financial documentation, adhering to FERPA and university policies.
- Created technical reports and presentations using advanced Excel and PowerPoint, directly supporting decision-making for department heads.
- Answered and redirected phone calls, resolved routine inquiries, and maintained confidentiality of sensitive information.
- Troubleshoot office equipment (e.g., printers, copiers) and liaised with vendors to minimize downtime.

LEADERSHIP & INVOLVEMENT

Associate Editor, The TSU Herald

Texas Southern University

Houston, TX

August 2023 – May 2024

- Led a team of 10+ student writers, ensuring timely submission of articles and maintaining publication deadlines.
- Researched and developed compelling content on on-campus events, student achievements, and community initiatives, contributing to a 20% increase in readership within one academic year.
- Collaborated with the Editor-in-Chief to develop and execute strategic editorial plans, ensuring alignment with the publication's mission and achieving a 10% growth in community engagement.

- Streamlined the article submission and review process by implementing an improved tracking system, reducing editorial turnaround time by 15% and enhancing workflow efficiency.

Staff Engagement Officer

Texas Southern University – Recreation and Wellness Center

Houston, TX

August 2023 – May 2024

- Streamlined onboarding and training processes, reducing training time for new hires by 20% and improving retention by 10%.
- Collected and analyzed staff feedback, providing actionable insights that led to a 25% improvement in operational efficiency.
- Led internal communication strategies, improving staff awareness and reducing miscommunication by 20%.
- Coordinated team-building activities, resulting in a 15% boost in staff collaboration and overall morale.