

Chatyce Robinson

Winnsboro, SC 29180

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Professional Summary

Organized and detail-oriented Public Health graduate with proven experience in administrative support, customer service, and team collaboration. Skilled in patient/customer interaction, scheduling, record management, and maintaining confidentiality under HIPAA guidelines. Adept at fostering positive relationships and ensuring operational efficiency in healthcare settings. Passionate about contributing to efficient healthcare and public health operations. Seeking entry-level opportunities in healthcare administration, public health departments, or HR support roles.

Skills

- Administrative support and office management
- Scheduling and appointment coordination
- Data entry, record keeping, and confidentiality (HIPAA awareness)
- Customer service and patient interaction
- Communication with diverse populations
- Problem resolution and team collaboration
- Multi-line phone system and email correspondence
- Proficient in Microsoft Office Suite and organizational software
 - Data entry and electronic health records (EHR)
 - HIPAA compliance and confidentiality

Work History**Fulfillment Expert/Trainer**

Target – Columbia, SC | October 2021 – Present

- Delivered excellent customer service while addressing inquiries and resolving issues.

- Maintained accurate records of daily transactions and ensured compliance with company procedures.
- Trained and mentored new team members, fostering a supportive team environment.
- Enhanced organizational efficiency by managing multiple tasks in a fast-paced environment.

Key Holder/ Assistant Manager

Family Dollar – Winnsboro, SC | March 2020 – August 2020

- Supported customers in locating items, completing purchases, and resolving concerns.
- Restocked inventory and ensured a neat, organized workspace to improve customer experience.
- Developed strong multitasking skills while managing high customer traffic.
 - Provided ongoing support to both team members and management
 - Assisted with scheduling of team members

Self-Checkout Host

Walmart – Columbia, SC | April 2019 – July 2019

- Monitored self-checkout operations and assisted customers with technical or transaction issues.
- Ensured customer satisfaction by answering questions and providing product recommendations.
- Maintained a safe and secure shopping environment through active monitoring.

Education

Bachelor of Arts in Public Health

University of South Carolina – Columbia, SC | January 2020 – May 2022

- **Core Areas of Study:**
 - Healthcare Systems and Administration
 - Community and Global Health

- Epidemiology and Biostatistics
- Health Policy and Management
- **Key Skills Developed:**
 - **Data Analysis:** Gained proficiency in interpreting and analyzing public health data to identify patterns and trends.
 - **Communication:** Improved skills in presenting health-related findings clearly to diverse audiences.
 - **Critical Thinking:** Evaluated case studies to develop evidence-based solutions for complex public health issues.
 - **Policy Understanding:** Learned how health policies affect community health outcomes and operations.
- **Key Projects and Achievements:**
 - **Health Disparities Analysis:** Conducted research on regional health disparities, using statistical tools to present findings on access to care and chronic disease prevalence.
 - **Public Health Campaign Design:** Developed a mock campaign to address childhood obesity in underserved communities, including educational materials and an implementation strategy.
 - **Epidemiology Case Study:** Investigated an outbreak scenario, identifying key risk factors and recommending containment strategies.
 - **Community Assessment:** Worked in a team to evaluate a local community's health needs, presenting solutions to improve healthcare access.
- **Tools and Software:**
 - Proficiency in Microsoft Excel for data organization and analysis.
 - Basic knowledge of statistical software such as SPSS or R (if applicable).
 - Experience with public health databases for research and information gathering.
- **Certifications and Training:**
 - Familiarity with HIPAA guidelines and confidentiality standards (if applicable).

- Participated in public health workshops or webinars focused on community health improvement.

Associate of Arts and Sciences

Midlands Technical College – West Columbia, SC | August 2015 – May 2019

- **Focus Areas:** Foundational coursework in science, mathematics, communication, and critical thinking.
- **Key Skills Developed:**
 - Research and analysis: Learned to evaluate data and write reports with attention to detail.
 - Communication: Completed coursework in public speaking and technical writing, enhancing clarity and professionalism.
 - Team collaboration: Participated in group projects requiring coordination, task delegation, and deadline management.
 - Problem-solving: Tackled case studies and scenarios involving practical applications of scientific principles.
- **Key Projects:**
 - Designed a community health education poster for a hypothetical public health campaign.
 - Conducted a mock data analysis project on regional health disparities using statistical methods.
- **Tools and Techniques:**
 - Basic proficiency in data analysis software like Excel.
 - Experience with creating organized presentations for group assignments.

Diploma in General Studies

Fairfield Central High School – Winnsboro, SC | August 2015 – June 2019