

Linda Suzette Chandler

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Education **Meredith College**

Bachelor of Social Work , 2015

Focused studies in direct-service skills with individuals, families and organizations as well as program and policy analysis, social research and social justice.

Minor in Professional Writing and Presentation Media

Focused studies in writing for publication, speech and visual communication including intermediate use of Microsoft Word and Excel and fundamentals of Microsoft Access, Adobe InDesign, Illustrator and Photoshop.

Recognition **Dean's List**

*Alpha Sigma Lambda National Honor Society – Pi Theta Chapter
Phi Alpha National Honor Society*

Field **Interfaith Hospitality Network of Greater Kingsport**

Case Management Intern, 2015

Provided primary case management duties within a small homeless shelter setting. Programs included 90 day shelter, supportive housing and HUD Rapid Rehousing/ Homelessness Prevention grants. Connected clients and community members to appropriate local resources. Assisted clients with application process for various programs. Conducted intake interviews to determine program eligibility.

Ridgeview Psychiatric Hospital (Oak Ridge, TN)

Junior Field Placement (UT, Knoxville), 1999

Experience **Macys**

Sales Associate, 2011 -- 2014

RTP Federal Credit Union

Lending Operations Specialist, 2009 -- 2011

Combined resources of multiple departments to ensure lending operations maintained near-perfect audit record from regulating agency (NCUA). Implemented and wrote procedures and policies compliant with new federal and state regulations immediately following the recession of 2008.

Lending Supervisor, 2007 -- 2009

Supervised team of two underwriters and two loan processors. Used management level lending authority to provide underwriting service to lower tiered underwriters. Provided recommendations to senior management and board members regarding underwriting requests exceeding my authority. Provided step-up client service to call center staff relating to all credit union accounts and services.

Loan Officer, 2006 -- 2007

Produced loans received online, by phone or in person. Responsible for increasing household participation in credit union products as well as floating assignments in branch locations during absence of a manager or member service representative.

Loan Processor, 2003 -- 2006

Improved department documentation process resulting in perfect or nearly perfect regulatory audits by NCUA and state officials. Responsible for resolving member inquiries via phone, email and in person.

Teller, 2002 -- 2003

Affiliation **National Association of Social Workers (NASW) -- 2014**