

Chandra Hartford

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EDUCATION

Indiana University, Kelley School of Business, Bloomington, IN

May 2015

Bachelor of Science in Business, GPA: 3.13/4.00

Major: Management

Minors: Psychology, Human Resources

Academic Honors: University Division Scholar, IU Prestige Scholarship

EXPERIENCE

The Office of First Year Experience Programs – Indiana University

March 2013 – Present

Student Coordinator 11/2013-08/2014

- Collaborated with a team of 7 other Student Coordinators to train, mentor, and supervise a team of 59 student staff members throughout the 2014 Summer New Student Orientation Program.
- Created weekly schedules, using Excel, for staff of 19 to ensure complete coverage of duties, working around class and other work schedules.
- Resolved issues with students and their guests by communicating effectively with supervisors and other appropriate offices.
- Welcomed 18,000+ new students and their guests to Indiana University over six weeks.
- Implemented an organizational tool for team members to use while recruiting for the 2014 Orientation Team, which resulted in a record breaking number of applicants.
- Coordinated with other IU departments and local Bloomington businesses to plan a 10-day intensive training period for staff.

Office Assistant 03/2013-05/2014, 08/2014-Present

- Provide excellent customer service to students or family members that contact the office.
- Collaborate with supervisors to complete various projects thoroughly and in a timely manner.

Noodles & Co. – Bloomington, IN

August 2012 – October 2013

Shift Manager

- Led a team of 4-7 employees during a shift by delegating duties and assigning specific tasks to ensure excellent operations were achieved.
- Created a team environment by recognizing and reinforcing individual and team accomplishments.
- Oversaw inventory control, and followed policy and procedures for cash handling, safety/security, and food quality.

ACTIVITIES

The Office of First Year Experience Programs – Indiana University

August 2013

IUBeginnings Trip Leader- IUB Connected: Kelley Chicago

- Collaborated with IUBeginnings team members along with Kelley School of Business professional staff to create a welcoming environment for incoming freshmen.
- Networked with companies such as EY, Macy's, CH Robinson, World of Whirlpool and Target with a group of 20+ freshmen students in Chicago, IL.
- Led discussions with students about various topics, including navigating freshman year, living away from home, and many IU traditions.