



Chantail Ballard

Consultant

Education

American InterContinental University, ABA in Business Administration

American InterContinental University, BBA in Business Management

Position with Firm

2019–present **Consultant.** Serves as the customer service representative for Michigan Saves. Develops strong, proactive relationships with contractors to help drive demand. Responds to contractor and customer requests by answering questions; providing information about programs, offers, and qualifications; and proactively presenting solutions to problems. Manages calendars, phone, travel, and correspondence for Michigan Saves staff.

Previous Professional Experience

2015–2019 **Operations Coordinator.** *CLEAResult*, East Lansing, Michigan. Supported a team of field technicians for the organization’s programs. Scheduled customer appointments. Reviewed project documentation, ensuring accuracy and completion.

2014 **Executive Assistant,** *WDA*, East Lansing, Michigan. Managed the executive director’s schedule and calendar. Coordinated meetings and conference calls.

2012–2014 **Staff Scheduler,** *American Red Cross*, Lansing, Michigan. Scheduled blood drive collections staff and the mobile truck division in accordance with established protocol. Generated staff reports for management. Provided administrative support, including sorting and distributing incoming correspondence.

2008–2012 **Donor Processor,** *Talecris Plasma Resources*, Lansing, Michigan. Conducted predonation medical screenings. Ensured compliance with state and federal regulations. Performed general administrative duties, including greeting clients and answering phones.

2003–2011 **Human Resources Specialist,** *United States Army National Guard*, Lansing, Michigan. Prepared and updated employment records. Translated human resources policies, procedures, laws, and standards. Completed and processed new hire paperwork.

Volunteer Activities

- Volunteer with Capital Area Response Effort, 2018 to present
- Volunteer with Bethany Christian Services, 2019 to present