

Summary

Chanel Dionne Toleston | Email: chaneldionne1@gmail.com | 904.609.0222

- Excel at interfacing with others at all levels to ensure organizational goals are attained.
- Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
- Extensive computer training, including knowledge of multiple networking environments and business software packages.
- Enthusiastic and experienced in conflict resolution.
- Exceptional customer service skills

Education

- Northcentral University MSW
San Diego, CA *Currently Enrolled*
- Texas Woman’s University B.A. in Sociology
Denton, TX *May 2021*
- Remington Technical College Medical Coding and Billing Certificate
Fort Worth, TX *Jan 2008*
- Eastern Hills High school Diploma received
Fort Worth, TX *May 2006*

Career History

Open Doors Program Manager, Delores Barr Weaver Policy Center *11/2021-Current*

- Provides and oversees the training and support of newly hired Open Doors Team members, specifically emphasizing trauma competencies and safety
- Serve as point of contact with Voices for Florida, Managing Entity for the statewide Open Doors Outreach Network
- Provide direct supervision for Open Doors Team members
- Ensures Team meetings are occurring at least weekly and ensures they are in alignment with the staff and agencies needs to best serve the victims/survivors
- Oversee scheduling of staffing for the 24-hour Open Doors access line
- Provide support to team members who staff the Open Doors 24-Hour access line
- Continuously review the needs of girls, families and community partners and community to ensure the program addresses the identified needs
- Compliance and Quality Assurance for all programming services and documentation to meet all regulatory, contract and funding requirements.
- Serve as point of contact for internal inquiries from research, administration, etc. regarding Open Doors
- Ensure the team is identifying trends within the Anti-trafficking movement, services, needs, gaps etc. and Inform research and strategic advocacy agendas by elevating victim’s/survivor’s voices and stories to DBWPC leadership
- Co- facilitate and create content for anti-trafficking training to local community partners, school aged children, state attorneys, and local law enforcement

Survivor Mentor II, Delores Barr Weaver Policy Center *09/2018-Current*

- Provide care management, including coordinating emergency legal assistance or mental health assistance and making referrals to appropriate community resources, as needed by individuals receiving services
- Advocate for victims/survivors needs alongside and/or on behalf of victims/survivors and their families in courts, schools, and other systems
- Provide compassionate access to victims/survivors and families in times of crisis; Assists with referrals and accompanies victim to appointments as needed; provides ongoing mobile care management services to victims and their families (if appropriate) wherever the victim is housed

- Document interventions as required by internal policies & procedures to comply with HIPAA and contractual demands and to meet research needs; Understands and ensures compliance with reporting requirements and completes documentation as required by funding entities, courts, referral sources
- Provide 24-hour, on-site crisis response for calls to Open Doors 24-Hour access line;
- Complete individual assessments to ensure victims/survivors receive a comprehensive, trauma-informed, culturally-competent direct services plan that meets individual needs
- Works collaboratively with other members of the First Responder Network to ensure that the needs of victims are met
- Co- facilitate and create content for anti-trafficking training to local community partners, school aged children, state attorneys, and local law enforcement

Implementations Specialist, JPMorgan Chase

11/2017-09/2018

- Review and analyze coding requests
- Build Terminal Coding Download Files
- Ensure proper ordering if equipment is needed
- Work with VARS on PC Product Solution Setups
- Work with sales rep and our partners to deliver product that will work
- Process 50-65 accounts daily exceeding departmental goals
- Explain policies and procedures and follow up help resolve conflicts with file setups

Implementations Specialist (Contract), Randstad Jobs

06/2017-11/2017

- Review and analyze coding requests
- Build Terminal Coding Download Files
- Ensure proper ordering if equipment is needed
- Work with VARS on PC Product Solution Setups
- Work with sales rep and our partners to deliver product that will work
- Process 50-65 accounts daily exceeding departmental goals
- Explain policies and procedures and follow up help resolve conflicts with file setups

Revenue Collections Specialist, Tanyr Healthcare LLC

08/2014-03/2017

- Processes claims accurately and timely.
- Performs collection calls and is persistent with aging accounts.
- Notifies supervisor of problem accounts.
- Processes denials and secondary's promptly.
- Submits appropriate documentation for adjustments to supervisor.
- Acts as backup for intake coordinator when needed.
- Updates and maintains contract pricing.
- Assists month-end closing as scheduled to assure timeliness.
- Complete inbound and outbound calls to patients to collect payments and setup repayment plans
- Follow up calls to insurance companies to dispute claims
- Complete daily task of 50-80 accounts
- Submit appeals and reconsideration request for claims daily

Senior Collector I, Bank of America.

08/2011-08/2014

- Worked directly in a call center environment with homeowners to assist in resolving mortgage account delinquencies.
- Researched and wrote complaint resolutions regarding concerns for homeowners regarding mortgage accounts such as loan modification, third party authorization request, escrow, payment research, and etc.
- Worked on specialized portfolios and met completion goals assigned for account resolutions regarding high delinquent balances.
- Used various systems including: AS400, LAMP, Outlook, and Excel
- Recognized as "Top Performer Rep" (out of 50 reps in division) 4 months in a row. Ranking based on accuracy, customer service, collection, resolution, duration of calls and availability

Data Entry Clerk, Devcon Security

05/2011-12/2011

- Code and process applications into required electronic format
- Assisted in preparing spreadsheets for inspection reports and budget constraints
- Communicate with technicians telephonically
- Routed data to appropriate staff
- Verified, updated and corrected source documents
- Make outbound calls to schedule and confirm inspection appointments

Customer Relationships Manager, Brinks Home Security.

01/2007-09/2009

- Answered telephone inquiries on new products and services of alarm systems
- Resolved problems of clients, process payments, conducted telephone interviews and completed credit checks to process account approval
- Maintained a thorough knowledge of products and systems
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity

Highlights

- Member and Secretary of Toastmasters International for District at Bank of America
- Blogger for Breakaway Ministries
- Previous Sunday School Teacher for ages 5-8 and 12-15
- Survivor Speaker at Local Church Conferences/ Non-profit organizations
- Volunteer at AIDS Outreach Center
- Support Group Core Group Lead at We Are Cherished
- Graduate of VMP/ Elevate Academy through Rebecca Bender Initiative
- Statement of Accomplishment with Distinction for Human Trafficking Course
- Ending the Game Facilitator Graduate June 2021
- Member Survivor Alliance
- Award Recipient Survivor Advocate of the Year 2020
- Florida Statewide Survivor Alliance
- Member National Survivor Network
- Co-Chair Freedom 7 Human Trafficking Task Force
- Co-Chair Victim Services Committee Northeast Florida Human Trafficking Coalition

**References upon Request*