



Chase Cheney

1278 Cleveland Ave. Unit 3 San Diego, CA 92103

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Objective

To bring my extensive expertise in account management, technical support, retention and customer service skills to the table. The goal in mind is to increase revenue, build client relationships and add my energy/charisma service to a team of individuals whose vision matches that of my own; A company who has Values and appreciates their employees.

Experience

Sun Chaser Wellness Owner

December 2015 - Present

Provide massage/private yoga, marketing/obtaining new clients as well as retaining current ones
Ordering products for business use, washing sheets, transporting table for traveling massage
Day-to-day accounting and use of MINDBODYONLINE to track all business and client information

MINDBODY INC Premium Account Coordinator/tech support for Australia April 2014-December 2015

Provide a high level of project management support with primary duties focused on software implementation and configuration in an enterprise setting as well as retention tactics to satisfy upset customers
Responsible for gathering business requirements, managing the project timeline and ensuring proper communication to our premium clients of Australia

Account project and timeline management, process facilitation, Product Enhancement, Up-sell additional business add-ons, and mentorship for associate Premium account Coordinators

Provide Commerce Live Chat Support Agent

December 2013 - April 2014

Answered up to 60 customer service calls per day and provided WOW experience to all customers
Promoted to live chat Support agent assisted customers through live chat and took escalations
Tracked shipments, completed online ordering, modifications, and billing explanations

Seeing Angels Two By Two (AT&T & Carnival Cruise) Customer Service Agent November 2010- March 2013

Answered incoming calls regarding billing, technical support, and general questions
Booked reservations, provided billing/technical support to an average of 50 clients per day
Worked virtually with a team to achieve desired business needs while meeting monthly goals

DIRECTV Customer Retention Expert

August 2007- April 2009

Assisted customers 1 on 1 with advanced internet and DIRECTV equipment trouble-shooting
Used company software to enter customer data, account creation, modification & cancellations
Focused on customer retention, up-sold & cross-sold products while maintaining customer satisfaction

California Holistic Institute

250 hour massage practitioner training

Studied multiple massage related healing modalities, anatomy, and business ethics of massage therapy

Pilgrimage of the Heart Yoga

200 hour yoga teacher training

Studied anatomy, yoga philosophy, and the physical practice of several types of yoga

San Diego Mesa College

General education courses

Finished several courses that counted toward the completion of college level general education

Natrona County High School

High School Diploma

Worked on general education for completion of diploma and graduation

May 2003

*REFERENCES AVAILABLE UPON REQUEST

Education

CERTIFICATE OF BIRTH CERTIFICADO DE NACIMIENTO

STATE OF NEW MEXICO

New Mexico Vital Records and Health Statistics
Public Health Division



ESTADO DE NUEVO MEXICO

Registros Vitales y Estadísticas de Salud de Nuevo Mexico
Division de Salud Publica

I certify that the following birth is registered in the New Mexico Vital Records and Health Statistics
Certifico que en la Seccion del Registro de Nacimientos a mi cargo aparece la siguiente inscripcion

File No. / Numero de Archivo 19850057515	Request No. / Numero de Solicitud 26201165784	County of Birth / Condado de Nacimiento LEA
Date of Birth / Fecha de Nacimiento APRIL 4 1985	Date of Registration / Fecha de Inscripcion APRIL 17 1985	Sex / Sexo MALE
Name of Person Registered / Nombre del Escrito CHASE ROBERT CHENEY		
Name of Father or Parent One / Nombre del Padre CHRISTOPHER R CHENEY		
Birth Name of Mother or Parent Two / Nombre de Soltera de la Madre PEARLENE V APPELHANS		

No.1438901



CALIFORNIA DRIVER LICENSE

DL F1960815

EXP 04/04/2020

LN **CHENEY**

FN **CHASE ROBERT**

988 ELLEN LN

EL CAJON, CA 92019

DOB 04/04/1985

RSTR NONE

SEX M HGT 6'-03" WGT 190 lb

DD 07/15/201050619/CCFD/20

CLASS C

END NONE

04041985

EYES HZL

06/27/201

Celine Sanchez

SIGNATURE OF STATE REGISTRAR
FIRMA DEL REGISTRADOR DEL ESTADO
JUNE 19 2002

NMVRHS 901
REV. (11/98)

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