

Profile

Census 2020 Complete Count Steering Committee: Submitted

Describe why you are interested in serving on this advisory board/commission (please limit your response to one paragraph).

This application is used for all boards and commissions

<u>Safe Return Project</u>	<u>Civic Engagement Organizer</u>	<u>Grassroots Organizer</u>
Employer	Job Title	Occupation

☐ Yes ☒ No

☐ Yes ☒ No

Chala L Bonner

Select the highest level of education you have received:

☒ Other

A.S. in Business Management

If "Other" was Selected Give Highest Grade or Educational Level Achieved

College/ University A

Contra Costa College

Name of College Attended

Business Management

Course of Study / Major

Units Completed

Type of Units Completed

None Selected

Degree Awarded?

☒ Yes ☐ No

A.S. Business Management

Degree Type

5/25/2012

Date Degree Awarded

College/ University B

Name of College Attended

Course of Study / Major

Units Completed

Type of Units Completed

None Selected

Degree Awarded?

☐ Yes ☐ No

Degree Type

Date Degree Awarded

College/ University C

Name of College Attended

Course of Study / Major

Units Completed

Type of Units Completed

None Selected

Degree Awarded?

☐ Yes ☐ No

Degree Type

Date Degree Awarded

Other schools / training completed:

Course Studied

Hours Completed

Certificate Awarded?

☐ Yes ☐ No

Work History

Please provide information on your last three positions, including your current one if you are working.

1st (Most Recent)

04/17/2018-Present

Dates (Month, Day, Year) From - To

40

Hours per Week Worked?

Volunteer Work?

☐ Yes ☒ No

Civic Engagement Orgainzer

Position Title

Employer's Name and Address

Safe Return Project 1011 Macdonald Ave. Richmond, CA 94801

Duties Performed

Create and send out invoices Hire, train, and supervise staff for political campaigns Create new hire packets Teach leadership and political education Work closely with community members to identify barriers for formerly incarcerated people and work on solutions to break those barriers

2nd

01/01/2018-03/30/2018

Dates (Month, Day, Year) From - To

20

Hours per Week Worked?

Volunteer Work?

☐ Yes ☒ No

Merchandiser

Position Title

Employer's Name and Address

SPAR Business Services 333 Westchester Avenue South Building, Suite 204 White Plains, NY 10604

Duties Performed

Merchandise resets Kept backroom neat and clean Built displays for new merchandise

3rd

06/01/2017-09/30/2017

Dates (Month, Day, Year) From - To

25

Hours per Week Worked?

Volunteer Work?

☐ Yes ☒ No

Administrative Assistant

Position Title

Employer's Name and Address

Richmond Chamber of Commerce 3925 Macdonald Avenue Richmond, CA 94805

Duties Performed

Greeted clients as they come in Managed the appointment schedule for the director Managed conference room schedule Maintained company's website Sent invoices via QuickBooks Event Coordinator

[Chala_Bonner_visualcv_resume.pdf](#)

Upload a Resume

Final Questions

How did you learn about this vacancy?

☒ Other

Business partner informed me of this vacancy.

If "Other" was selected please explain

Do you have a Familial or Financial Relationship with a member of the Board of Supervisors?

☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relations?

☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I understand that this form is a public document and is subject to the California Public Records Act.

☒ I Agree

Chala Bonner

Richmond, CA



Experienced Customer Service Professional

Summary

Detail-oriented, quick learner, and well organized professional with 10+ years of customer service experience in retail, financial and healthcare environment. Computer savvy and knowledgeable of a variety of computer programs.

Education

A.A. in Business Management

2012

Contra Costa College

Customer Service Experience

Lead Organizer

Safe Return Project

- Create and send out invoices
- Hire, train, and supervise staff for political campaigns
- Create new hire packets
- Teach leadership and political education
- Work closely with community members to identify barriers for formerly incarcerated people and work on solutions to break those barriers

Merchandiser

SPAR Business Services

- Merchandise resets
- Kept backroom neat and clean
- Built displays for new merchandise

Administrative Assistant

Richmond Chamber of Commerce

- Greeted clients as they come in
- Managed the appointment schedule for the director
- Managed conference room schedule
- Maintained company's website
- Sent invoices via QuickBooks
- Event Coordinator

IT Service Desk Analyst

John Muir Health

- Worked closely with end users to identify problems and provide solutions.
- Educated end user to ensure efficient and effective use of application/system.
- Provided troubleshooting for all applications and software within assigned systems area.
- Complied with the Health System's Policies/Procedures protecting patient information and the confidentiality of the information in accordance with the Federal and State regulations.

- Trained and supported all night staff.

Human Resources Contact Analyst

Kaiser Permanente

- Performed a variety of general personnel/clerical tasks in such areas as employee records, benefits, educations/training, employment, and compensation.
- Recognized for monthly Quality Assurance awards on nine occasions.
- Maintained both manual and automated personnel records, collected and compiled sensitive and confidential personnel data and prepared reports.
- Through direct contact, provided information to all levels of employees regarding personnel policies and procedures.

Health Insurance Representative

Kaiser Permanente

- Assisted Kaiser members and non-Kaiser members with questions about the health care reform, used the iPad to show them how to use the Covered California website, get quotes and sign up for affordable health care.
- Referred clients to Kaisers Local Member Services(LMS) if they had any further questions about enrollment in a Kaiser Health Plan.
- Answered any questions about Medi-Cal, Medicare, group coverage, and individual health care coverage.

Banking Experience

Bank Teller

Wells Fargo

- Served clients with excellent customer service, processed transactions according to policy and procedures, upsold additional products, referred clients to bankers; made sure the clients left with all their financial and banking needs met.
- Recognized for exceeding monthly sales goals on four occasions.
- Generated new clients using a personal, face-to-face approach that built trust and emphasized personal service to the individual investor.

Senior Teller and ATM Custodian

Chase Bank

- Processed banking transactions such and cashing checks, deposits, withdrawals, and wiretransfers, referred clients to bankers, reconciled and balanced cash drawers on a daily basis.
- Created and implemented aggressive weekly sales goals that increased client interactions.
- Ordered cash ATMs and the branch, balanced and filled ATMs on a weekly basis.
- Supervised a team of 3 tellers; made sure the opening and closing procedures were done according to policy and procedures, made sure breaks and lunches were taken on time according to the branch's banking needs.

Work History

Lead Organizer	Safe Return Project	04/2018-Present
Merchandise	SPAR Business Services (Temp)	01/2018 -03/2018
Administrative Assistant	Richmond Chamber of Commerce (Temp)	06/2017 - 09/2017
IT Service Desk Analyst	Advantis Global-John Muir Health (Temp)	09/2015 - 11/2016
HR Contact Analyst	Kaiser Permanente	04/2014 - 03/2015

Health Insurance Rep.	Robert Half-Kaiser Permanente (Temp)	12/2013 - 04/2014
Sales Associate	Lane Bryant	09/2013 - 12/2013
Merchandiser	Macy's	08/2013 - 12/2013
Bank Teller	Wells Fargo	08/2012 - 06/2013
Senior Bank Teller	Chase Bank	06/2009 - 01/2012
Senior Bank Teller	Wells Fargo	11/2007 - 06/2009