

Jeanine C. Chyna



Professional Experience

Guest Services Representative, Condell Medical Center, Libertyville, IL August 2015 – Present. Part-time position greeting patients and visitors in the main lobby and providing directions for patient rooms, ancillary services and procedures. Train both high school and senior citizen volunteers.

Marketing Manager, Discover Card, Riverwoods, IL. 1996 – 2000. Managed fee enhancement products to credit card holders with targeted direct mail and telemarketing campaigns. Negotiated contracts with vendors Allstate, JC Penney and American Bankers Insurance Group. Working with internal clients such as legal, creative, information technology and customer service, added \$25 million in annual profit. Hired staff and administered performance reviews.

Senior Account Manager, Encore Marketing International, Lanham, MD. 1993 -1996. Using targeted direct mail and telemarketing campaigns, sold a travel related product to card holders from Chase Bank, Sears, The Limited Brands to meet or exceed their strict budget expectations. Conducted internal and external customer service training on new products and prospected new clients at industry trade shows.

Marketing Analyst, Hammacher Schlemmer, Chicago, IL. 1989 – 1993.

Education

Bachelor of Arts, Northern Illinois University

Major: Journalism/Advertising

Life Experience

Election Judge, Lake County, advanced training for laptop, ballot box and early voting

Treasurer and Board Member, Friends of Cook Memorial Library District

Libertyville Sustainability Commission Member

Master Gardener, coursework completed at the Chicago Botanic Garden

Office Assistant, Illinois Internal Medicine

Computer Experience

Microsoft Outlook, Excel and Word.
Databases - Constant Contact, NGP

References

Tammi Salabounis, Director Auxiliary Services, Condell Medical Center, work 847-990-5615

Nancy Stevens, Personal Reference, cell 847-846-5667