

CHAD CAMPBELL

ABOUT ME

I possess over seventeen years work experience; the first few years as a Web Administrator at Clipser.com, Content Management at Wickedhype.com, Viral Content Writer at Bustedlocal.com, Web Administrator and Social Media Manager at Flyheight.com, Customer Care Representative at Shine Armor and for the past year a Freelance ESL teacher for myself and Technical Assistant At Star Language. My varied responsibilities over the years have allowed me to develop a diverse set of skills and personal attributes which I strongly believe will make me an asset to the organization.

INFO

Clarendon, Jamaica

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EDUCATION

CERTIFICATE IN MEDICAL CODING

Absolute Medical
Coding Institute 2025

CERTIFICATE IN HERBAL MEDICINE

University of
Minnesota 2020

CERTIFICATE IN COMPUTER SYSTEM REPAIR

Portmore Community
College, 2019

CUMBERLAND HIGH SCHOOL

5 CXC subjects, 2007

SKILLS

- **Medical Coding** - currently learning
- **ESL Recruiter - 3 years**
Recruiting ESL teachers
- **Management - 1.5 years**
Supervise & train teachers. Arrange demo lessons.
- **ESL Teaching - 3 years**
Ages 7 to 16 and adults.
- **Wordpress Web Design**

COMPUTER LITERACY

- Zoom
- Classin
- Skype
- Gorgias
- Shopify
- Slack
- Audacity
(Basic Skills)
- Excel (Basic skills)
- Google drive
- Google Calendar
- Attentivemobile
- Wordpress
- Basic HTML
- Canva

THANK YOU FOR READING

PROFESSIONAL EXPERIENCE

June 2025 -
**Currently
Studying**

ICD-10 MEDICAL CODING SKILLS - Skills mastered so far.

- Basic understanding of ICD-10-CM coding guidelines and conventions.
- Ability to navigate Alphabetic Index and Tabular List.
- Knowledge of code structure (categories, subcategories, subclassifications).
- Entry-level skills in identifying primary and secondary diagnoses.
- Beginning experience with case scenarios and code lookup exercises.
- Able to assign 7-character codes for injury and external causes (e.g., red box, blue box coding).
- Familiar with placeholder 'X' usage to ensure proper code length.

July 2022 -
Sept 2022

ESL ONLINE TEACHER - English Tone

Remote work, China

- Tutor Chinese children and adults guided English lessons.
- Tutor Chinese adults and children freetalk lesson.
- Tutored struggling, average and advanced students in reading, speaking and communicating fluently in English.
- Made grammar and pronunciation corrections.
- Integrated technology into sessions to further enhance students learning.
- Tutor students via live video sessions. (Classin App)
- Tutor students via live audio sessions. (Skype)
- Updated required logs and student documentation.
- Do monthly assessment report. Review students' performance during the period and give my advice and requirements for further progress.

THANK YOU FOR READING

November 2021
-October 2024

FREELANCE ESL TUTOR- Voov / Classin

Remote work, China

- Tutor Chinese university students who are preparing for IELTS speaking exam.
- Tutor business people conversational skills.
- Tutored struggling, average and advanced students in reading, speaking, and communicating fluently in English.
- Integrated technology into sessions to further enhance student learning.
- Taught students via live video sessions. (Classin, Voov and Zoom App)
- Text message conversation with Chinese adults. (Tandem)

March 2020 –
March 2021

EMAIL SUPPORT (Team Lead) - Shine Armor

Remote work, America

- Agents support to other email support members.
- Customer support (Gorgias, E-mange,Shopify, Facebook and Attentive mobile)
- Respond in a timely manner to email inquiries according to internal procedures and policies.
- Respond to on average 120 emails daily.
- Moderate social media comments and inbox messages on a daily basis.
- Escalates complex or difficult queries to the leadership team.
- Hold, adjust and release customer order information.
- Request refunds and cancelation of orders.
- Translate and respond to French, German, Spanish and Chinese customers.

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*Certificates and references available on request**

Remote work, China

April 2019 -
May 2019
November 2021
- Present

RECRUITER/SUPERVISOR/TECHNICAL ASSISTANT- Star Language

- Recruit ESL teachers from around the world.
- Social media outreach
- First line of interview to see who moves forward
- Screening resumes and introduction videos
- Screening Demo videos
- Monitor teachers on Classin
- Put in place things for teachers to be trained
- Train teachers.
- Call teachers who are late or having problems in their class.
- Communicate with staff about students who are misbehaving
- Technical assistant to teachers.

Remote work, America

Aug. 2014 –
Sept 2017,
May 2018 –
March 2019

WEBMASTER / CONTENT MANAGEMENT - Flyheights.com

- Upload content for users to view.
- Looked after the company's social media sites.
- Video editing.
- Error reporting and site development.
- Supervise App development.
- Respond to emails.
- Analytics

Remote work, America

May. 2015 –
July. 2015

WRITER - Bustedlocals.com

- Short video summary writer

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*Certificates and references available on request**

Dec. 2011 – Jul.
2014

CONTENT MANAGEMENT / ARTIST PROMO- Wickedhype.com

- Upload content for visitors to view.
- Upload music and video for artists to promote.
- Looked after the company's social media sites.
- Video editing.
- Promote Dancehall and Reggae Artists.

Remote work, Switzerland

Sept. 2008 –
Dec. 2010

CONTENT MANAGEMENT / SOCIAL MEDIA MARKETING -
Clipser.com

- Monitor user activities by ensuring they comply with our terms of use.
- Upload content for users to view.
- Promoted company website on other social media platforms.
- Video editing.
- Error reporting and site development.

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I hereby certify that all information written above is true and correct to the best of my knowledge and beliefs.