

# Need Help?

## The SkillsUSA Customer Care Team is Here to Serve



### ASSIST NEW CHAPTERS AND NEW ADVISORS

- Establish a new chapter
- Chapter management
- Create log-ins, add a training program or register members
- Register for local, state and national conferences
- Access professional member benefits
- Retrieve pin codes or access online resources

#### New Chapters/New Advisors receive:

Welcome email  
Mailed Membership Kit  
Follow-up email  
Follow-up phone call  
Follow-up note

### PROVIDE TECHNICAL SUPPORT

- Set up new accounts
- Navigate the LMS
- Complete a purchase
- Set up student accounts
- Assign student keys
- Create reports
- Troubleshoot technology issues

### PROVIDE CURRICULUM SUPPORT

- Determine the right course for your students
- Course walkthrough (layout and functionality)
- Develop implementation plan
- Demonstrate LMS system and curriculum features

### WE'D LOVE TO HELP YOUR CHAPTER!

- Member recruitment
- Chapter management
- Navigating member registration
- Navigating the SkillsUSA website
- Learn about educational resources
- SkillsUSA Career Essentials Suite
- Chapter Excellence Program
- SkillsUSA Store



## WAYS TO CONNECT WITH THE CUSTOMER CARE TEAM

### Have questions

about SkillsUSA membership or conference registration, Career Essentials, or need online support?

- **CALL** 844-875-4557
- **CHAT** on the membership registration page.
- **EMAIL** [customercare@skillsusa.org](mailto:customercare@skillsusa.org) for membership, Absorb (SkillsUSA's Learning Management System) and general support questions.

### Care Team Hours

Monday/Wednesday/Friday

8 a.m. – 5 p.m. (ET)

Tuesday/Thursday

8 a.m. – 7 p.m. (ET)

*We look forward to hearing from you!*

# Meet the SkillsUSA Customer Care Team, *the faces behind the voices!*



**Lauri Domer**  
Program Manager, Customer Service

Lauri began serving as a Customer Care Team member in 2018. Lauri's SkillsUSA involvement is abundant, serving in numerous roles at the national, state and local levels, including chapter advisor, assistant director for SkillsUSA

Wisconsin and cluster chair at our SkillsUSA Championships. Lauri was previously a middle school guidance counselor, and she served as a specialist at Madison Technical College, where she worked with several CTSOs. Lauri's many roles in SkillsUSA make her a great addition to the SkillsUSA Customer Care Team, and she is energized daily with helping members.



**Payten Gallatin**  
Program Manager, Customer Service

Payten Gallatin has been serving as a Customer Care Team member since October 2018. Payten has been involved in career and technical education for more than 10 years. Joining SkillsUSA as a high school freshman,

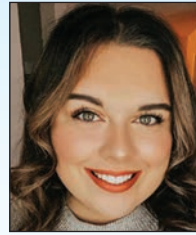
she served as a local, state and national officer. After high school, she continued her involvement as the state officer coach for SkillsUSA Georgia. A graduate of Columbus State University (Ga.) with a degree in marketing, Payten's deep understanding of SkillsUSA at every level makes her a great addition to the Customer Care Team. She thrives in this role of supporting SkillsUSA advisors from across the nation.



**Chelsea Robinson**  
Program Specialist, Customer Service

Chelsea Robinson joined SkillsUSA Customer Care Team in October 2021. Chelsea has a background in hospitality and prides herself on efficiency, dependability and organization, having trained and worked

at Chick-Fil-A and other restaurants as an assistant director, supervisor or shift leader to manage a whole team. She attended Columbus Technical College. Chelsea enjoys her customer service role of supporting SkillsUSA instructors from across the nation.



**Taylor Weaver**  
Program Specialist, Customer Service

Taylor Weaver joined the SkillsUSA Customer Care Team in 2022. Taylor has been highly involved with SkillsUSA ever since she joined the organization as a student in 2012. During that time, she earned medals and high marks in skill and leadership competitions, volunteered with the National Courtesy Corps, served as a district officer and more. Taylor's passion for career and technical education led to a role with the Missouri Department of Elementary and Secondary Education after high school. There, she supported SkillsUSA Missouri in a multitude of ways, from phone support to financial reporting, managing vendor contracts, overseeing social media and more. Taylor strives to go above and beyond to ensure all our members experience the same opportunities for success.



**Amalie Rosales**  
Customer Care Team Agent

Amalie Rosales began her involvement with SkillsUSA in 2018 as a high school freshman, later serving as a local and Georgia state officer. After graduating, she continued to be an active alumna by

facilitating and volunteering at her state chapter's conferences every opportunity she had. A University of Georgia graduate with a degree in International Affairs and Public Policy and Management, Amalie strongly believes in the necessity and value of Career and Technical Education in the advancement of our nation. Often crediting SkillsUSA for her own success and development, she considers it a privilege to be able to help advisors and members in their own SkillsUSA journeys.



**Kelli Engelbrecht**  
CEP Coach, Customer Service

Kelli Engelbrecht joined the SkillsUSA Customer Care Team to offer guidance on the Program of Work and the Chapter Excellence Program. Kelli has over 30 years of experience in career and technical

education. She spent 16 years in the classroom teaching Design Drafting and leading her students and fellow advisors in SkillsUSA chapter procedures. SkillsUSA holds a special place in her heart due to the endearing relationships she was able to build with students and advisors and because of the personal and professional growth she witnessed in students through participating in a healthy Program of Work.

