

# 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
- 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



# 3

## 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!*



**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.



**Taylor Mason**  
Program Specialist, Customer Service

Taylor Mason became a member of the Customer Care Team in 2024, but her involvement with SkillsUSA began in 2021 as a high school student. During that time, she competed and served as a SkillsUSA Maine state officer, gaining

firsthand experience with the organization's mission. Taylor brings a wealth of knowledge from the hospitality industry, including roles in restaurants, hotels, and property management. She is pursuing a bachelor's degree in business administration with a concentration in Hospitality at Husson University. Taylor is passionate about providing outstanding support to SkillsUSA members.



**Valerie Brewer**  
Program Specialist

Valerie Brewer joined the Customer Care Team in 2025, but her involvement with SkillsUSA dates back 10 years. She served as a regional, state and national officer during her time as a high school masonry student.

After high school, she continued her involvement as a state officer trainer and Engineering Tech & Design competition chairperson for SkillsUSA North Carolina. She is a graduate of Campbell University (NC) with a degree in Chemical Engineering. Valerie is passionate about career and technical education and SkillsUSA and is excited to provide SkillsUSA members, advisors and chapters with the support they need!



**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**  
Chapter and CEP Coach

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.