

Corrinna Chaney

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SKILLS

Account Management • Customer Satisfaction and Retention • CRM System Management
• Training and Development • Metrics Monitoring and Analysis • Customer Advocacy •
Issue Resolution • Technical Proficiency • High Impact Communication

WORK EXPERIENCE

Personal Development Valdosta Georgia
Jun 2024 - Present

- **Created a Professional Website:** Designed and launched a website titled "Cyber Pathways" featuring online career transition resources, eLearning materials and portfolio-building links
- **Volunteered for Resume Reviews:** Assisted individuals with resume reviews and provided career coaching to help them navigate job searches and career transitions, leveraging my expertise as a career advisor.
- **Developed New Skills:** Focused on personal and professional development through continuous learning and self-improvement in relevant areas.

Baxter Clewis Training Academy Texas, USA
Feb 2022 - Jun 2024
Client Success Advisor

- **Client Onboarding and Integration:** Onboarded clients, defined learning objectives, introduced the platform, and integrated them into the community, achieving a 25% increase in engagement and satisfaction.
- **High-Impact Communication:** Maintained a 95% response rate to client inquiries through direct messages and emails, and conducted 20+ one-on-one calls monthly, significantly enhancing client support and relationship management.
- **Operational Efficiency Improvements:** Identified and resolved process gaps, streamlining operations and boosting efficiency by 30%, leading to a smoother client program experience.
- **Client Retention and Re-engagement:** Developed a tracking spreadsheet for 100+ clients, identifying pain points and re-engaging 20% of inactive clients, contributing to a 35% increase in overall client retention.

Our Voice USA Portland Maine
Aug 2017 - Apr 2022
Organizational Development Specialist

- **Volunteer Onboarding System:** Created a comprehensive onboarding system, reducing onboarding time by 40% and improving volunteer integration and efficiency.
- **Document and Process Development:** Crafted over 20 key documents and developed project management guidelines, increasing project completion rates by 30% and enhancing operational clarity.
- **CRM Implementation:** Developed and implemented a CRM system to track client interactions, improving follow-up and retention by 35% and streamlining client relationship management.

- Enhanced User Engagement: Authored 12 monthly emails and developed a reverse marketing system, boosting user engagement by 25% and increasing targeted user acquisition by 20%.

Royal Canadian Legion

Dryden Ontario, Canada

Branch Operations Manager

Sep 2014 - Nov 2016

- Operational Efficiency: Managed office functions including accounting and human resources, improving operational efficiency and service quality.
- Increased Member Engagement: Increased member engagement by 30% through effective email communication and membership management, enhancing overall community involvement.
- Event and Membership Growth: Boosted event attendance by 30% and increased memberships through strategic social media presence and community events, driving organizational growth.

EDUCATION

Confederation College of Applied Arts and Technology
General Business/Human Resources

Dryden Ontario, Canada
08/1999 - 06/2001