

Corey Leano-Peel

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Results-oriented professional in strategic and agile customer success management, project leadership, and team management across diverse industries. Demonstrated exceptional achievements in scaling and leading teams to new heights, optimizing client onboarding processes, and implementing solutions for enhanced customer satisfaction. Specialized in delivering impactful technical engagements for customers throughout the pre/post-sales journey, showcasing expertise through compelling product demos and webinars. Adept at utilizing multiple ERP systems and fostering robust client and staff relationships, contributing significantly to operational excellence.

Successfully implemented initiatives to improve customer retention metrics, resulting in notable enhancements in activation and overall engagement. Instrumental in driving collaboration between internal and external stakeholders, aligning critical business workflows with each customer's unique needs. Proactive and quick learner, with a proven track record of adapting seamlessly to evolving hyper-growth environments.

SKILLS

Quick Learner • Adaptability • Client relationships • Leadership/Training • Zendesk/Salesforce • JIRA • REST API • Postman • Microsoft Suite • Adobe CC • Project/Product Management • Synthesizing Complex Data • De-escalation Expertise • EDI • SaaS • Slack • PHP • Bilingual Korean – Intermediate

EXPERIENCE

Assistant Executive Director | CHAMPIONS HEALTHCARE AT WILLOWBROOK

- **Successfully forged strategic partnerships** with local third-parties and clientele, aligning with the company's commitment to collaboration and driving new client acquisition.
- **Operated** and maintained company specific ERP software to update and monitor client progress and **enhance** employee performance.
- **Supervised**, lead daily staff meetings, lead client and staff onboarding, and **head** of employee and client retention success initiatives.
- Led a multidisciplinary team, **fostering** a culture of **professional growth** and development, resulting in the attainment of advanced certifications and training for staff.
- Successfully **managed** and prioritized workflow consulting engagements, resulting in **enhanced** business processes and increased ROI for clients.
- Successfully promoted a **customer-centric** environment with a focus on **quality support** and fostering partnerships with local third-parties and clientele.
- **Orchestrated** and led high-stakes interviews for critical director-level positions within the organization, ensuring the selection of top-tier candidates and **upholding** a consistently professional interview process.

CSM/Senior Onboarding Specialist | COMMERCEHUB | JUL 2020 – JUN 2023

- **Implemented and streamlined** client onboarding processes and KPIs, resulting in an 85% boost in production efficiency and a notable increase in overall customer satisfaction.
- Acted as the **voice of the customer** by consistently gathering feedback, **identifying** system bottlenecks, and **actively contributing to the product roadmap** discussions, ensuring alignment between customer needs and product development priorities.
- **Founded** and spearheaded the onboarding team, scaling from a solo operation to a dynamic team of multiple members; seamlessly collaborating remotely with team members from diverse geographical locations.
- Led and **prioritized** workflow consulting engagements at **contributing to enhanced** business processes and delivering measurable ROI for clients.

- Contributed to the **successful implementation** and adoption of SaaS solutions, driving increased efficiency and value for clients. **Resolved** complex technical challenges and was **instrumental** in the successful integration and onboarding for large clients.
- Facilitated** webinars for 140+ attendees, **increasing** software usability and **reducing** onboarding related inquiries from customers.
- Applied **Agile** frameworks in day-to-day operations, ensuring agile methodologies were **seamlessly integrated** into the customer success.
- Consistently upheld a **customer-centric approach**, commitment to excellence, and **fostering** partnerships with local third-parties and clientele, resulting in **improved operational excellence** and heightened customer satisfaction.
- Utilized** Zendesk and Salesforce to monitor and **enhance client success**, developing custom macros that increased team productivity by 20%.
- Resolved** complex technical challenges and **ensured successful integration** and onboarding for large clients, showcasing expertise in **diverse** integration methodologies, including EDI, API, AS2, Flat Files, and proprietary platforms.

Technical Support Consultant – Lead Trainer | SIMPLIFILE | MAY 2018 – JUL 2020

- Established and nurtured **impactful relationships with C-level** executives for 2 years, serving as a **trusted advisor** in driving strategic initiatives, resulting in **enhanced client satisfaction** and successful project outcomes.
- Designed, developed, and maintained** a comprehensive suite of internal training resources, leading to streamlined internal onboarding and **enhanced operational proficiency**.
- Organized client training programs **reducing** customer onboarding time by 50% and **refining** company use of Zendesk, JIRA, Confluence, Atlassian, and other company specific software.
- Diagnosed** intricate technical issues and liaised directly with the development team, **expediting** error resolution and **enhancing** software stability.
- Managed inbound communications and documented customer interactions, consistently **delivering outstanding service** and addressing technical concerns with efficiency.
- Exclusively chosen** to onboard new ownership after acquisition; highlighting unparalleled understanding of the company and demonstrating exceptional training capabilities.

Administrative Assistant III | Utah Valley University | AUG 2013 – MAY 2018

- Contributed** to the University's strategic initiatives, **seamlessly** introducing institution-wide trainings via our proprietary software, Insight.
- RFP evaluations and hiring committees**, part of significant **selection process** of the university's new president, ensuring the institution consistently partnered with and **hired the highest caliber** of talent and solutions.
- Designed and curated** the department's website (using WordPress) with enriching content, **integrating** instructive training videos and relevant imagery to enhance user engagement and knowledge dissemination.
- Contributed in **shaping departmental budgets and visionary roadmaps**, actively participating in both short-term (1-year) and extensive long-term (7-year) strategic planning endeavors.

EDUCATION

BS: Digital Cinema | Utah Valley University | Orem, UT

AS: Digital Communications | Utah Valley University | Orem, UT

Honors