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| Chauntée ClarkResearch Analyst | | | [cniclark@gmail.com](mailto:cniclark@gmail.com) • 8166423251Charlotte, 28262, United States | | |
| Dedicated and accomplished Implementation Consultant with 7 years of experience in spearheading multi-product customer implementations and enhancing user experience. Skilled in conceptualizing customized product guides and user manuals, resulting in improved software platform comfort and reduced delays. Adept at analyzing customer feedback to optimize implementation and training sessions, leading to improved customer retention. Collaborative team player, identifying and resolving data-related issues, resulting in a 5% improvement in data accuracy. Proven ability to storyboard product feature enhancements based on customer feedback and user experience commentary. Eager to leverage expertise in research and analysis as a Research Analyst. | | | | | |
| Professional Experience | | | | | |
| Abrigo, RaleighImplementation Consultant | | | August 2022 — March 2024 | | |
| * Spearheaded over 75 multi-product customer implementations with a 90% successful implementation rate for both new and returning software clientele. * Conceptualized and authored customized product guides and user manuals to assist technology-challenged users and teams. This boosted their comfort with the software platform and reduced delays by a minimum of 3 weeks. * Analyzed customer feedback and insights to identify areas for improvement and optimization, revamping the customer experience. Enhanced implementation and training sessions improved customer retention, reducing churned accounts by 3%. * Collaborated with cross-functional teams to identify and resolve data-related issues, resulting in a 5% improvement in data accuracy. * Storyboarded product feature enhancements with Product Managers and Integration Engineers to take customer feedback and user experience commentary as the basis for improving core software components. | | | | | |
| Ekos, CharlotteSenior Implementation Specialist | | | January 2021 — June 2022 | | |
| * Designed a dashboard that visually represented key customer metrics in ChurnZero in real-time, allowing for quick and informed decision-making for customers who were not actively using the software * Coordinated contextual inquiries, interviews, and surveys to uncover user needs and behavior patterns, informing product design decisions to assist Product Managers in improving software integration and platforms. * Defined and delivered training sessions for new employees with week-long product-focused sessions decreasing on boarding timeline by 3 weeks. * Collected, cleaned, analyzed, imported, and validated customer inventory, sales, product, and accounting data using Microsoft Excel, XML, and SQL tools. * Investigated and compiled Quality Assurance and Analysis testing results for new software features with engineering and developer teams. Documented bugs and errors to ensure software updates would not disrupt the user experience. | | | | | |
| LendingStandardCustomer Success Specialist | | | October 2020 — January 2021 | | |
| Developed training materials and conducted training sessions that improved customer adoption and usage of productsand services   * Maintained and updated LendingStandard's customer knowledge library, which improved customer self-service   capabilities and reduced customer support inquiries by 15%.   * Continued account management strategies by scheduling check-in meetings, planning implementation meetings for stakeholders, and customizing necessary updates for software. * Managed documentation mapping for over 250 HUD/ LEAN government loan documents, data forms, and brochures. * Performed monthly periodic document audits to ensure accuracy and compliance with company policies and industry   standards   * Monitored document lifecycles to ensure documents were up-to-date and accurate | | | | | |
| LendingStandardImplementation Specialist | | | January 2019 — October 2020 | | |
| * Reviewed and updated document control policies and procedures to ensure compliance within HUD / LEAN Federal regulations. * Attended professional development sessions to ensure internal accuracy in our document creation processes in the commercial real estate landscape. * Collaborated in Quality Assurance and Data Validation processes with Software Developers to debug both production and sandbox environments. * Enhanced the internal comprehensive document storage system that reduced document mapping and processing by 30% lead times. | | | | | |
| Clayton Early Childhood Center, Clayton (St. Louis Metro)Teacher | | | December 2013 — Present | | |
| * Scheduled, conducted, and documented individual home visits to introduce families and caretakers to the Clayton Early Childhood educational community. * Developed lesson plans using the NAEYC Comprehensive Curriculum standards to develop age-appropriate Early Childhood lesson plans weekly, focusing on social-emotional development, gross motor skills, fine motor skills, and cognitive development. * Trained and managed over 5 teacher's assistants each semester to ensure all classroom teachers maintained pertinent industry and childhood development knowledge. * Implemented creative and engaging activities that encouraged children to explore and develop new skills. * Redesigned classroom environment to include sensory-diverse, culturally-varied, and unbiased children's toys, books, and additional materials to welcome students from around the globe into their first classroom. | | | | | |
| EducationMaster of Information Technology Webster University, St. Louis B.S. in Human Environmental Sciences University of Missouri, Columbia Data Analytics Program Goodwill University, Charlotte | | | | | |
| Areas of Expertise | | | | | |
| ● Adaptability  ● Python  ● Data Analytics | | ● Customer Service  ● Communication | | ● Microsoft Office Suite  ● Project Planning | |