

Dyanna Hartung

Membership Assistant

Profile

Employment History

Details

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As a Membership Assistant with over a year of experience, I excelled in providing exceptional support to members and ensuring a seamless experience throughout their membership journey. I demonstrated strong customer service skills, effectively addressing inquiries and resolving issues in a timely manner. My expertise in maintaining accurate member records and processing renewals and new memberships contributed to the growth and retention of the organization's member base. Collaborating with various departments, I assisted in the development and execution of marketing strategies to promote membership benefits and drive engagement. Throughout my tenure, I continuously honed my communication and organizational skills, resulting in a positive impact on the overall member experience.

Membership Assistant at Kilauea Kreations, HI

Mar 2023 - Present

- Successfully increased membership retention by 30% through effective communication and relationship-building efforts, resulting in a 95% overall retention rate for Kilauea Kreations in 2020.
- Implemented a new member onboarding process that led to a 40% increase in member engagement and participation in Kilauea Kreations events and workshops within their first three months of membership.
- Developed and executed targeted marketing campaigns that attracted over 200 new members in 2019, surpassing the annual goal of 150 new members by 33%.
- Spearheaded a member referral program that generated 50 additional memberships within six months, contributing to a 10% growth in overall membership for Kilauea Kreations.

Membership Coordinator at Hawaii Membership Assistance Services, HI

Sep 2022 - Jan 2023

- Successfully increased membership retention rate by 15% within one year by implementing targeted communication strategies and personalized member engagement initiatives at Hawaii Membership Assistance Services, HI.
- Streamlined the membership application and renewal process, leading to a 30% reduction in processing time and a 10% increase in new member enrollment over a two-year period.
- Developed and executed a comprehensive member referral program, resulting in a 20% increase in referred memberships and an overall membership growth of 12% in just 18 months.
- Coordinated and managed over 50 successful membership events and workshops annually, leading to a 25% increase in member satisfaction ratings and a 40% increase in event attendance.