

# CORA BERN-KLUG

✉ cora.bernkflug@gmail.com ☎ (319)541-4717 🌐 www.linkedin.com/in/corabern-klug/

## PROFESSIONAL EXPERIENCE - CONVOY INC.

*Convoy is a digital freight broker, connecting Fortune 500 companies with mom & pop semi-truck companies in an effort to transport the world with endless capacity and zero waste.*

### ASSOCIATE OPERATIONS MANAGER, NIAGARA SHIPPER TEAM

September 2022 - June 2023

- Led and mentored a team of 9 direct reports while coordinating a 37-person support team to ensure customer satisfaction which earned 50% business volume growth from previous year
- Collaborated with colleagues in Colombia, Guatemala and the Phillipines through weekly meetings and monthly trainings to maintain quality ratings of 95% or higher
- Investigated company improvement opportunities on a weekly basis using root cause analysis and identified a course of action to present to senior leadership and engineering support teams
- Devised a process and created training materials to reduce missed pick-ups by 20%
- Spearheaded a speaker series and monthly meetings to bridge knowledge gaps between operations and engineering teams leading to insights into future roll outs and platform upgrades

### GREEN TASKFORCE MEMBER

April 2022 - June 2023

- Co-developed a system for tracking truck-level emissions to educate shippers on their fleet's data by operationalizing a process to pull VIN#s from Convoy carriers' insurance paperwork
- Initiated and led a company Earth Day telethon to gather fleet-level energy efficiency data from 100 drivers along with their likelihood to switch to electric trucks and trailers

### SENIOR CUSTOMER EXPERIENCE SPECIALIST & TRAINING MENTOR

April 2021 - September 2022

- Developed, orchestrated and delivered a three-week training for 20+ new team members
- Collaborated with brokerage team to create a process to minimize inefficiencies in load scheduling, resulted in the reduction of handle time by 3 hours and eliminating out of process tasks
- Launched a phone call toolkit to provide examples of dialogues that reduce call handling time and de-escalation techniques to decrease emotional labor

## EXPERIENCE - WESTERN WASHINGTON UNIVERSITY

### TEACHING ASSISTANTSHIPS

*Huxley College of the Environment, Western Washington University | January 2019-June 2019*

- **Sustainability Literacy - Teaching Assistant:** Facilitated a 10 student discussion section, graded and reviewed weekly reading and lecture reflections
- **Natural Hazards Planning - Teaching Assistant:** Provided feedback to students on projects and assignments, aided in grading exams

### PRESIDENT & MEMBER

*Alpha Kappa Psi (AKPsi) Professional Fraternity, Omega Beta Chapter | February 2017 - June 2020*

- Enhanced collaboration among nine vice-presidents, eight committee heads and 80 active members
- Developed year-long weekly programs consisting of lecture series (identified and coordinated guest speakers) and activities focused on improving members' marketability and professional skills
- Increased membership by 35% through campus wide strategic marketing campaign

### GROUP VISIT MANAGER & STUDENT ADMISSIONS REPRESENTATIVE (TOUR GUIDE)

*Western Washington University, Office of Admissions | April 2018 - June 2020*

- Customized day-long tour agendas for groups based on specific requests, interests and time frames
- Organized management of Outlook inbox to decrease response time to tour requests
- Scheduled and coordinated up to 3 presentations, a tour and lunch for an average of 6 groups per week

## EDUCATION

### BACHELOR OF ARTS: URBAN PLANNING AND SUSTAINABLE DEVELOPMENT

*Graduated: June 2020*

*GPA: 3.51*

Western Washington University  
Bellingham, WA

### CERTIFICATE IN INTERNATIONAL AND NGO MANAGEMENT

*Enrolled for April 2023*

Cornell University  
Ithaca, NY

## AWARDS

### Convoy Inc

- Convoy-Wide Values Award Nominee
- Niagara Carrier of the Year|2022
- Niagara Carrier of the Year|2021

### Western Washington University

- Presidential Scholar Nominee
- Urban Planning Student of the Year
- AKPsi Member of the Year|2020
- AKPsi Member of the Year|2019

## EXTRACURRICULAR ACTIVITIES

### VOLUNTEER

*Domestic Violence and Sexual Assault Services & Lydia's Place  
November 2017-June 2020*

### HEAD OF FINANCE & PROFESSIONAL DEVELOPMENT

*WWU Urban Planning Club  
September 2018 - June 2020*