

# Christy J. Rabern

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## Education

- **Master of Business Administration (MBA)**  
Accredited by AACSB-I  
University of West Georgia, Carrollton, GA
- **Master of Education (MEd)**  
University of West Georgia, Carrollton, GA
- **Bachelor of Science, Cum Laude**  
University of West Georgia, Carrollton, GA

## Professional Experience

- **University of West Georgia, 2005 – present**
  - Training Administrator, Center for Business Excellence, February 2013 - present
    - Plan & develop presentations & marketing materials for trainings & lead meetings
    - Conduct training on PeopleSoft Department Approver, PCard, DevelopWest & ADP Manager
    - Coordinate attendees & administer New Employee Training for groups of new employees
    - Develop learning plans for professional development of employees in our online learning management system, DevelopWest
    - Prepare, administer & collect data quarterly on surveys for evaluation of training sessions
    - Workflow manager
    - Market & promote professional development initiatives on campus
  - Instructor, Richards College of Business
    - Business Communication (ABED 3100 (online)), Spring 2013- Spring 2017
      - Utilized the Learning Management System Desire2Learn (CourseDen)
      - Utilized tactics to teach job search preparation (resume building, interviewing skills, etc)
      - Utilized tactics to teach proper oral & written communication
    - UWG First Year Experience course for Freshmen students, Fall 2011, 2012, 2013
      - Coordinated, developed & presented lectures to freshmen in class
  - Richards College of Business, Dean's Office – Academic Advisor/Accreditation & Development Assistant, October 2005 – February 2013
    - Assisted with AACSB-I accreditation evaluations & reporting
    - Evaluated student oral presentations/written correspondence
    - Worked with Banner & DegreeWorks to interpret & explain retention, progression & graduation requirements to students
    - Developed plans of study for incoming freshmen & transfer students
    - Developed & presented at freshmen, transfer & new student orientations & academic fairs
    - Interpreted & explained College of Business policies & procedures (600+ students)
    - Developed training manuals, orientation materials, marketing materials
    - Assisted in the planning and implementation of BB&T Lectures, Mentor Dinners and other RCOB events
- **West Georgia Technical College, Fall 2003, Spring 2004, Spring 2012**
  - Adjunct Instructor
    - Planned, created & presented lectures for various business classes
- **State Farm Insurance, 1998 –2005**
  - Insurance Adjuster
    - Evaluated, negotiated & settled property claims & monetary disbursements in a 5 - 8-county area
    - Analyzed, investigated & resolved auto property losses & injury claims
    - Maintained an organized workload of property claims & communicated both orally & in writing with parties involved in the claim process to explain policies & procedures.

## Skills & Software

- Camtasia Studio (TechSmith)
- Microsoft Office
- DevelopWest (Skillsoft Learning Mgmt Sys)
- Banner, Desire2Learn, DegreeWorks
- Qualtrics Survey Software
- Analytical & Negotiation Skills
- Leadership Skills
- Time Management
- Organizational Skills
- Logical/Critical Thinker
- Communication (oral & written)
- Collaborator

## Professional Development & Affiliations

- College Business Management Institute, 2015
- Carroll County Chamber of Commerce Leadership Program, 2012
- Distance Learning Certificate Program, UWG, 2011
- National Academic Advising Association (NACADA), 2005 – 2013
- Served on various committees across campus & various position search committees
- UWG Professional Association of Academic Advisors (PAAA), 2007 (inaugural) – 2013
  - 2011-13, Vice President for Assessment & Certification

## Papers/Conferences/Research

- Anderson, J. R. (2007). *Entrepreneurs of West Georgia: Selected cases*. Carrollton, GA: University of West Georgia Press. (contributor to the book)
- Rollins, M. & Rabern, C. (2011). Richards College of Business Alumni. Results used in AACSB-I maintenance of accreditation reports.
- Talpade, S. & Rabern, C. (2011). "The role of consumer trust & customer reviews in online buyer behavior: Literature review & research propositions." (Accepted for presentation at SOBIE)
- Wood, J., Rabern, C. & Upson, J. (2011). "Revisiting Hofstede's dimensions: The evolving cultures of the United States & Japan, *Business Research Yearbook*, 18, 1, p. 234 – 239.
  - Presented at International Academy of Business Disciplines, New Orleans, LA, April 8, 2011.

## University Service Activities & Awards

- Staff Advisory Council (SAC) Representative, Fall 2016 - present
  - Engage West Staff Edition Committee Member, Fall 2015 – present
  - Best of the West Celebration Planning Committee, 2017 - present
  - Best of the West award nominee, multiple quarters
  - Undergraduate Programs Committee (ex-officio), Richards College of Business, 2009 – 2013
  - Most Influential Person Award, 2013 (First Year Experience Office)
  - UWG Homecoming Judge, 2007 - present
  - A-Day Volunteer, multiple years - present
  - Annual Support Staff Service Award, Richards College of Business, 2007-08, 2010-11
  - Students in Free Enterprise (SIFE) – Staff Advisor, January 2006 – August 2010
  - State University of West Georgia Alumni Board, 2002 – 2005
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