Contact

www.linkedin.com/in/caitlin-chapnick-81b342115 (LinkedIn)

Top Skills

Operational Execution
Operational Control
Department Administration

Certifications

Professional Scrum Master I

Caitlin Chapnick

Garnish Gal extraordinaire with Convenient Cocktail Company, and part time signage lead for Making It With Mandy LLC
Chattanooga, Tennessee, United States

Summary

Experienced Quality Assurance professional with a demonstrated history of excellence in the healthcare information technology and provider enrollment industry.

Experience

Making It With Mandy LLC
Signage Lead
April 2025 - Present (1 year 8 months)

Queen of the signage advance.

Convenient Cocktail Company LLC
COO / CFO
July 2024 - Present (2 years 5 months)
Chattanooga, Tennessee, United States

Licensing and permits, regulatory compliance, Good Manufacturing Practices, management of finances, and a little bit of everything else!

Medallion
1 year

Quality Operations Manager
March 2024 - July 2024 (5 months)

Quality Assurance Team Lead
August 2023 - March 2024 (8 months)

symplr
2 years 5 months

Senior Quality Assurance Specialist
March 2022 - August 2023 (1 year 6 months)

Quality Assurance Specialist
April 2021 - March 2022 (1 year)

Englewood Post-Acute and Rehabilitation

Director Of Medical Records

April 2018 - November 2020 (2 years 8 months)

Englewood, Colorado, United States

82-bed Skilled Nursing Facility in the Denver metropolitan area, providing inpatient and outpatient services.

Managed and audited documentation and data integrity within the facility's EMR, oversaw HIPAA Compliance education program, completed requests for documentation and Medicare appeal requirements within extremely tight time-frames. Ensured physician compliance in signed orders, up to date credentials, and ICD-10 medical coding.

Watson and Company, Inc.

Marketing Manager & Bookkeeper

August 2018 - April 2019 (9 months)

Denver, CO

Manage social media and web presence; handle monthly bookkeeping processes for roughly 60 clients.

Orbital Media Networks

3 years

Director of Internal Sales

September 2015 - August 2018 (3 years)

Englewood, CO

Sales and Account Management

September 2015 - January 2018 (2 years 5 months)

Englewood, CO

Providing connectivity and distribution solutions for first responders, local governments and radio networks of all shapes and sizes.

Responsible for all Client Contract Renewals.

Responsible for fulfilling equipment and service orders, including vendor purchasing, shipping, and processing Sales Orders.

Primary phone and email contact for current and prospective clients; forward specialized questions/concerns to the appropriate parties.

Schedule phone calls or meetings with clients and the appropriate parties (technical and etc).

Update CRM sales accounts as needed – changes of service, renewed contracts, new contact persons, quotes, etc.

Create calendar reminders/tasks in CRM for contract renewal, planned service or MRC changes, phone calls/meetings, etc.
Provide clients with information to the best of my ability regarding new products and services that may benefit them.
Some minor graphic design for trade show documentation.
Attend 1-5 Broadcast industry trade shows per year as needed.

Swan Percussion
Executive Administrative Assistant
January 2015 - June 2015 (6 months)
Wimberley, TX

Created spreadsheets, billing, and Best Practices documents for Swan Percussion and associated businesses of Eric Holland, Designer and Craftsman.
Worked directly under Eric Holland to organize and document project receipts, employee work time, and part-time employee work hours and pay schedules in a project-based environment. Also participated (and continue to voluntarily participate) in business growth planning with other executive team members.
Left due to personal tragedy.

X8 Drums & Percussion, Inc. and Polivaz, Inc.
Ordering Manager
March 2014 - March 2015 (1 year 1 month)
San Marcos, TX

X8 Drums: E-Commerce website selling world drums and percussion instruments.
PoliVaz, Inc: E-Commerce website selling PVC vases and other decorative home accents.
Worked with Warehouse, Inventory, Customer Orders, B2B orders, and Vendor purchase orders.
Managed all orders that came in through the websites and third parties, rebuilt integrity and trust in Business-to-Business relationships; wrote copy and SEO for website visibility.

Education

Texas State University
Bachelor's Degree, International Relations and Affairs · (2007 - 2012)