

Cheigh Locascio

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Summary

Credit Union Professional with a background in education, business and project management. Experienced in developing and delivering engaging educational materials for diverse audiences, supporting professional development, and developing comprehensive, long-term training curricula. Currently applies these skills at Radiant Credit Union through member education and the development of financial literacy programs for high school students and children. Additional experience includes employee training, coaching, performance improvement, and facilitating learning in professional environments. CAPM, Certified ScrumMaster, and Lean Six Sigma certified.

Education

Master of Business Administration: Project Management
Florida Institute of Technology

December 2025

Bachelor of Science: Health Education
University of Florida

December 2022

Skills

Training & Development

- Curriculum & Training Material Development
- Instructional Design
- Classroom Facilitation
- Employee Training & Coaching
- Presentation & Public Speaking
- Performance Assessments

Business & Credit Union

- Credit Union Operations
- Financial Literacy
- Member Education
- Compliance & Regulatory Procedures
- Lending & Financial Services
- Business Operations
- Process Improvement

Project & Technology

- Project Management & Coordination
- Stakeholder Engagement
- KPI tracking & reporting
- Microsoft PowerPoint & Excel
- ClickUp
- Canva

Professional Experience

Radiant Credit Union

Certified Member Experience Advisor

April 2023 – Present

- Educate members and employees on financial products, services, procedures, and regulations by translating complex information into clear, practical guidance for individuals with varying levels of financial knowledge.
- Created two financial literacy programs tailored to different audiences: an interactive program for high school students in grades 11–12 and an age-appropriate program for children ages 7–11.
- Facilitate presentations and interactive learning activities, adapting communication and instructional approaches to accommodate different audiences and learning needs.
- Coach and support colleagues by sharing knowledge of credit union procedures, products, systems, and member service practices.

- Maintain a high level of accuracy, professionalism, confidentiality, and compliance while communicating financial and regulatory information in a highly regulated environment.
- Recognized for consistently strong quality performance, demonstrating attention to detail, effective communication, and adherence to organizational standards.

**Completed MEA tier progression, Leadership Training, Branch Manager training checklist, and TMA training.*

LifeSouth Community Blood Centers

Account Manager

Oct. 2022 – April 2023

- Educated organizational partners, donors, and community members on blood donation processes, eligibility requirements, and procedures through presentations and one-on-one communication.
- Planned and facilitated on-site blood drive events across a multi-county territory, coordinating organizational leaders, staff, and community participants.
- Led and motivated phlebotomy teams toward collection goals by providing coaching and ongoing support.
- Developed and communicated event expectations, procedures, and objectives to diverse audiences to promote understanding and successful execution.
- Served as a knowledgeable resource for organizational partners and team members, answering questions and providing guidance on procedures and best practices.

Community Development Intern

Aug. 2022 – Dec. 2022

- Coordinated and executed a large-scale community event involving 50+ vendors and 2,000 attendees, providing leadership throughout planning and implementation.
- Directed cross-functional teams of volunteers and vendors, assigning responsibilities, providing guidance, and supporting successful event execution.
- Facilitated collaboration among diverse groups by clarifying responsibilities, answering questions, and resolving issues.

Darwin Chiropractic Center

Chiropractic Assistant

Sept. 2021 – Aug. 2022

- Created, edited, and maintained patient education materials designed to communicate health and wellness information in a clear and accessible format.
- Educated patients on office procedures, treatment-related information, and general wellness practices while adapting communication to individual needs.
- Served as a liaison between providers and patients, translating information and ensuring accurate understanding.

BPL Plasma

Phlebotomy Group Lead

Aug. 2020 – Sept. 2021

- Led and coached a phlebotomy team by providing hands-on training and ongoing performance feedback.
- Trained team members on procedures, workflow expectations, quality standards, and regulatory requirements.
- Identified individual and team performance gaps and provided targeted coaching to reinforce skills and improve performance.