



# RACHEL IACONIANNI

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Township of Galloway, NJ 08205

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609-402-1385

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## WORK EXPERIENCE

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### Program Analyst

**Enroute Computer Solutions** - Atlantic City, NJ

November 2019 to Present

- Provide CM Support as part of the Mission Support Team for En Route and Oceanic SLE.
- Open/update the System Support Directive (SSD) project
- Create share drive folders to support the collection of all artifacts related to the release
- Query the multiple Software CM databases to generate SSD project content reports
- Perform CM QC Review on the SSD to ensure CM aspects are accurate and complete
- Close SSD Projects
- Posts the SSD to approved websites
- Send release notification to the sites, SLE, system contract support, scheduling, Program Office
- Submit the updated/approved baseline documentation to the DCC
- Open LEM records in the national modification database RMLS

### Personal Banker

**Univest Bank and Trust Co** - Ocean City, NJ

May 2017 to Present

- Help customers in a polite, efficient, friendly manner
- Build and maintain relationships with clients
- Sell bank products that benefit clients (e.g., checking account, debit card, direct deposit, home equity loans, etc.)
- Input client's information for loan applications and collect all necessary documentation
- Create spreadsheets on Excel for data entry
- Possess keys to open and close the branch
- Handle sensitive personal and institutional information
- Maintain cash levels in teller draw and main vault
- Audit vault, ATM, and other teller draws
- Completed formal training courses from Univest and received a Skill Builder Certificate and Supervisor Certificate
- Use Salesforce to track customer relationships and referrals

### Assistant Community Manager

**First Service Residential** - Atlantic City, NJ

November 2016 to May 2017

- Help condominium residents with any balance issues, leaks, damages, and any questions they may have
- Send invoices by email to our Accounts Payable team
- Work with Accounts Receivable to fix any account balance issues
- Organize documents such as work orders, vendor invoices, condo documents
- Create work orders and delegate the work to maintenance staff
- Follow the direction of the Property Manager

### **Beauty Advisor**

**Clinique** - Mays Landing, NJ

June 2016 to November 2016

- Help clients find beauty or skin care products that works for them
- Maintain sales goals daily, weekly, and monthly
- Build and maintain relationships with clients
- Make clients feel respected, valued, connected, and confident
- Provide makeovers

### **Customer Service Representative**

**Fox Chase Bank** - Ocean City, NJ

November 2011 to June 2016

- Help customers in a polite, efficient manner
- Build and maintain relationships with clients
- Sell bank products that benefit clients (e.g., checking account, debit card, direct deposit)
- Possess keys to open and close branches
- Handle sensitive personal and institutional information
- Maintain cash levels in teller draw and main vault
- Audit vault, ATM, and other teller draws

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## **EDUCATION**

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### **Certificate in Web Development**

**Rutgers Coding Bootcamp** - Somerset, NJ

November 2019 to Present

### **Bachelor of Arts in Psychology**

**Rutgers University** - Camden, NJ

2010 to 2013

### **Associate in Business Administration**

**Atlantic Cape Community College** - Mays Landing, NJ

2007 to 2009

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## **ADDITIONAL INFORMATION**

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Board Member for Big Brothers Big Sisters of Atlantic and Cape May Counties (2017-Present)