

Rachel Cianfichi

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Education and Training

University of North Carolina at Chapel Hill

- Additional coursework at Duke University Spring 2015

Bachelor of Arts: Communications: Media Studies and Production, New Media Track

Bachelor of Arts: Hispanic Linguistics

Date of Completion: May, 2015

GPA: 3.92/4.0

Georgia Institute of Technology

Certificate of Completion: Full Stack Web Coding

Expected Date of Completion: December 2021

Skills

- Basic/Intermediate Graphic Design, Motion Graphics, 3D Modeling and Animation experience
 - Photoshop, InDesign, After Effects, Maya
- Beginning HTML/CSS web development
- Proficient in MS Office suite, Raven, ClubReady, Zoom, and many other communication systems
- Administrative work: phones, email, data entry, filing, copying, mailing, etc.
- Knowledgeable about social media outlets
- 7 years Spanish coursework
- 20 years of professional Ballet training
- Strong leader
- Analytical and logical problem solver
- Creative and innovative thinker
- Excellent organizational and planning skills
- Great verbal and written communication
- Strong computer skills
- Deliver excellent customer service
- Ability to learn quickly with attention to detail
- Ability to work well individually and in teams
- [Academic Design Portfolio \(click here\)](#)

Work Experience

Pure Barre Dr. Philips and Pure Barre Mills Park - Orlando, FL

Instructor: July 2019 - Present

- Successfully completed the training and certification to become a Pure Barre Instructor. Currently teach three different styles of 50 minute workout sessions to clients of all ages and skill levels in the studio and via Zoom livestream classes. Constantly working towards personalizing the clients' experience and guiding them in making the most of their workout both physically and mentally. Providing new and fresh choreography to enhance the client experience.

Studio Manager: May 2020 - August 2021

- Actively manage two Pure Barre Studios during the coronavirus pandemic. Work to keep active clients pleased through various retention communication methods and actively responding to many requests to personalize the experience. Increase sales by reaching out to previous and potential new clients through many types of verbal and creatively designed written communication, working to make personal connections with each and focus on how the fitness brand will help reach personal goals. Manage daily studio operations which include but are not limited to staff and client needs, IT systems, and studio performance metrics, such as reports for sales, membership agreements, class counts, etc. All work towards tracking studio, staff and client progress for the studio benefit as a whole as well as creating the personalized client experience.

Give Kids the World Village – Kissimmee, FL

Certified Field Trainer: February 2019 - September 2019

- Responsible for training new Guest Services Agents. One of the most complex roles due to being the main contact for families, training areas included but are not limited to Village information, policies and procedures, administrative front desk work, and IT systems.

Guest Services Agent: October 2018 - September 2019

- Focal point of contact for all Village guests. Engage with various departments to ensure all guests have an enjoyable visit. Additional responsibilities included Spanish translation where needed and various administrative support work. Extreme attention to detail, exemplary customer service, and teamwork with the other departments are required to ensure a wonderful stay for the families.

The Walt Disney Company – Lake Buena Vista, FL

Character Performer: May 2015 - December 2020

- Through stage performances, parades and meet and greets Disney characters are brought to life. Utilizing dancing, acting and nonverbal communication, magical moments and unforgettable memories are created for the Disney guests. Strict performance, training and rehearsal guidelines are followed to ensure authenticity and continuity.

Awards and Activities

- Jim Lampley Award for Excellence in Multimedia, Spring 2014
 - Professor nominated for and awarded through the UNC Department of Communications
- Phi Beta Kappa Academic Honor Society, Spring 2014
 - Inducted as a member
- Four Keys Cards, May 2015-December 2020
 - Recognized by fellow Disney Cast Members for various respectable acts on property.

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- CARE Team, Fall 2017-Spring 2018
 - Disney Cast Member Volunteer
 - Applied for and selected by a company leader to be a part of this organization that volunteers its time in and around the Orlando, FL community.
 - Carolina Style Dance Company, Fall 2011-Spring 2015
 - *Ballet Director*, Fall 2014-Spring 2015
 - Coordinator of the ballet company. Responsible for choreography and organization of the company.
 - Star Heels Dance Team, Fall 2011-Spring 2015
 - *Ballet Director*, Fall 2012-Spring 2013
 - Coordinator of the ballet company. Responsible for choreography and organization of the company.
 - Phi Beta Chi Sorority Member, Fall 2012-Spring 2015
 - Carolina Dance Initiative, Fall 2012-Spring 2013
 - *Class Coordinator*, Fall 2012-Spring 2013
 - Taught ballet classes to college students weekly, organized substitute teachers and on campus performances.

References

- Available upon request