

RACHAEL E. SMITH

Work Experience

Copywriter, WorldAPP; Braintree, MA

2015 - 2018

Collaborated directly with VP of Marketing and global marketing team to produce content for the WorldAPP brand and products, Form.com and Key Survey. Primary contributor to company blog and social media. Responsible for: email content, landing pages, one-pagers, video scripts, press releases, and various other sales enablement tools.

Contractor, SimplexGrinnell; Westminster, MA

Summer 2015

Contract position for customer database update project. Researched information to enhance customer profiles.

Staffroom Consultant, UMass - Amherst

2013 - 2015

Supervised computer classrooms at W.E.B. Du Bois library and around campus by monitoring technical issues and responding to calls from classroom assistants. Ensured that employees were checked in and on time, and found coverage for unassigned shifts.

Graphic Designer, Westford-Littleton Crew Club

Summer 2012

Designed promotional material and official t-shirt for local fundraiser hosted by WLCC. Worked closely with coordinator to perfect the final product and meet the organization's needs.

Education

University of Massachusetts - Amherst

2012 - 2015

Bachelor of Arts in English, with specializations in Professional Writing and Technical Communication (PWTC) and Creative Writing. Graduated *cum laude*. 3.7 GPA overall.

Skills

Software Knowledge

Experienced:

- Adobe Photoshop, Illustrator, InDesign
- Microsoft Word, Excel, PowerPoint
- HTML and CSS
- Windows and Mac OS

Proficient:

- Adobe Dreamweaver, FrameMaker, Robohelp
- Final Cut Pro
- JavaScript

National Novel Writing Month

Successfully completed National Novel Writing Month (NaNoWriMo) seven consecutive years, a contest in which participants are challenged to write a 50,000 word novel within the thirty days of November.

Spanish Language

Intermediate reading and writing ability, some conversational comprehension.

Awards

Dean's List Honors

2013 - 2015 Academic Years

PWTC Scholarship

Spring 2015

Professional Writing and Technical Communication scholarship awarded for assisting in the management of the PWTC computer lab, including software installation and lab maintenance.

Steinbugler Prize

May 2013

Awarded for the "Best essay on any subject by a woman English major."