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# Rachael Elizabeth Smith

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This version of my resume does not include personal information.

Please email me if you would like to get in touch.

## Education

### University of Massachusetts - Amherst (UMass - Amherst)

Fall 2012 - present

Anticipated Bachelor of Arts in English, May 2015, with specializations in Creative Writing and Professional Writing and Technical Communication. 3.7 GPA overall. Courses completed: Introduction to Problem Solving with Computers (Java Programming), Software Documentation, Advanced Technical Writing, and Advanced Software for Professional Writing.

## Work Experience

### Staffroom Consultant, UMass - Amherst

Spring 2013 - present

Supervise computer labs at W.E.B. Du Bois library and around campus by monitoring technical issues and responding to calls from classroom assistants. Responsible for ensuring employees are checked in and on time and for finding coverage for unassigned shifts.

### Computer Classroom Assistant, UMass - Amherst

Fall 2013 - Spring 2013

Assisted students and professors with technical issues and concerns. Maintained classroom appearance and kept managers informed on room usage.

### Graphic Designer, Westford-Littleton Crew Club, MA

Summer 2012

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

### Game Advisor, Gamestop; Newington, NH

Winter 2011 - 2012

Retail work with a focus on providing excellent customer service. Offered suggestions on games and other items that might appeal to customers based on an assessment of their needs and interests, located requested items from inventory stock, and answered questions on product availability or alternate locations to purchase desired merchandise.

## Skills

### Software Knowledge

Expertise in Adobe Photoshop, Microsoft Word, Excel, PowerPoint and in operating both Windows and Mac OS. Proficient in HTML, CSS, Java, Adobe Dreamweaver, InDesign, FrameMaker, Illustrator, Robohelp, Flash, and Final Cut Pro.

### National Novel Writing Month

November 2008, 09, 10, 11, 12, 13, 14

Successfully completed National Novel Writing Month (NaNoWriMo) seven years running, 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

Spring 2013 - present

### PWTC Scholarship

Spring 2015

Professional Writing and Technical Communication scholarship.

### Steinbugler Prize

Fall 2013

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