
Rachael Elizabeth Smith

Education

University of Massachusetts - Amherst (UMass - Amherst)

2012 - 2015

Bachelor of Arts in English, May 2015, with specializations in Creative Writing and Professional Writing and Technical Communication. Graduated *cum laude*. 3.7 GPA overall.

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.

Work Experience

Contractor, SimplexGrinnell; Westminister, MA

July 2015 - present

Contract position for customer database update project. Responsible for researching customer information via USPS.com in order to enhance customer profile with ZIP+4 codes.

Staffroom Consultant, UMass - Amherst

January 2014 - May 2015

Supervised computer labs 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.

Computer Classroom Assistant, UMass - Amherst

September 2013 - January 2014

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

May - June 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

November 2011 - January 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.

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."