



# RACHAEL WEINSTEIN

 rachael.weinstein@me.com

 903-557-2231

 Longview, Texas 75605

 <https://www.behance.net/rachaelweinste>

 <https://www.linkedin.com/in/rachaelweinstein95/>

## PROFESSIONAL SUMMARY

Creative and innovative prospect determined to bring ideas to life through cutting-edge technology and design techniques. Team player with strong problem-solving skills to contribute effectively to projects and teams. Considers unique and unconventional solutions to deliver exceptional results.

## SKILLS

- User Interface
- Visual Design
- Wireframing
- Prototyping
- User Research
- Branding
- HTML, JavaScript, & CSS

## TOOLS

- Figma
- Sketch
- Adobe XD
- Canva
- Pixelmator
- Affinity Photo
- Final Cut Pro
- iMovie
- Keynote
- MS Office

## SOFT SKILLS

- Problem Solving
- Critical Thinking
- Organization
- Attention to Detail
- Communication
- Teamwork
- Leadership

## WORK HISTORY

### US Bankcorp - Card Customer Service Advisor

08/2023 - Current

- Helps large volume of customers every day with positive attitude and focus on customer satisfaction.
- Responds to customer needs through competent customer service and prompt problem-solving.
- Responds to customer calls to answer questions about products and services.
- Maintains and manages customer files and databases.

### The Dance Studio Longview - Dance Instructor

01/2021 - 08/2023

- Planned, prepared and delivered lesson plans introducing students to dance techniques.
- Created a healthy and safe learning environment for all students by implementing class rules and promoting mutual respect and gentle discipline.
- Planned routines for recitals, competitions, and performances.
- Utilized different styles of teaching to accommodate students of all capabilities.
- Coached individual students on by-appointment basis with personalized dance teaching and support.

### Trinity School of Texas - Lower School Assistant

08/2022 - 01/2023

- Delivered personalized educational, behavioral and emotional support to individual students to enable positive learning outcomes.
- Oversaw students in classroom from 2s-5and common areas to monitor, enforce rules and support lead teacher.
- Prepared instruction materials, constructed bulletin boards and set up work areas.

## EDUCATION

### CareerFoundry

Expected in 11/2023

**Certificate:** UI Design + Frontend  
Development For Designers

### Stephen F Austin State

Nacogdoches, TX • 12/2019

### *Bachelor of Science*

### Texas Tech University

Lubbock, TX • 05/2013

### *High School Diploma*

- Kept classrooms clean, neat and properly sanitized for student health and classroom efficiency.

### Coreware - Customer Support Manager

01/2019 - 06/2022

- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Maintained consistent communication with leadership team to manage customer service effectiveness by monitoring performance and assessing metrics.
- Collaborated with cross-functional departments to formulate product and process improvements based on customer feedback.
- Handled complex and sensitive client relations and quality control issues to minimize negative impact to business direction.
- Drove change and improvement for customer support team by identifying enhancements and forwarding suggestions to senior leadership.
- Elevated customer satisfaction and loyalty by taking ownership of customer issues and following through to resolution.
- Identified process enhancements to reduce inconsistencies and drive improvements to support ongoing company success.
- Coached employees to develop strong customer support skills to minimize process issues and meet customer expectations.

### The Academy Of Gymnastics And Dance - Dance Instructor

01/2018 - 05/2020

- Planned, prepared and delivered lesson plans introducing students to dance techniques.
- Created healthy and safe learning environment for all students by implementing class rules and promoting mutual respect and gentle discipline.
- Planned routines for recitals and performances.
- Utilized different styles of teaching to accommodate students of all capabilities.
- Assisted with coordination and administration of complete dance program.
- Coached individual students on by-appointment basis with personalized dance teaching and support.