

# Rachelle Adams

## contact

adamsrachelle@icloud.com  
(770) 881-2242  
Atlanta, GA 30328  
linkedin.com/in/adamsrachelle

## profile

Experienced office administrator with an established background in customer service and support roles. Demonstrated capacity for learning skills quickly and applying them effectively.

Pursuing professional opportunities that engage both sides of the brain.

## education

B.B.A. / ECONOMICS  
Kennesaw State University  
Kennesaw, GA  
2007 – 2012

CERTIFICATE /  
AMERICAN SIGN  
LANGUAGE  
University of Georgia  
Gwinnett Campus  
Expected 2020

## skills

Office Administration

Project Management

Content Development

Event Planning

Data Analysis

Marketing Strategy

Sales Consulting

Team Leadership

Employee Training

Customer Service

## professional experience

### SCHEDULING COORDINATOR

Atlanta Arbor / Marietta, GA / 08.2016 – Present

*Full-service arboriculture company specializing in residential and commercial tree health, care, and safety*

- Manages the company's production schedule to meet and exceed daily revenue goals
- Coordinates project permitting to ensure compliance with city and county ordinances
- Performs bookkeeping and payroll duties utilizing QuickBooks software
- Plans and develops content for company social media accounts
- Serves as main point-of-contact for clients and contractors

### SALES MANAGER

Lane Bryant / Kennesaw, GA / 08.2014 – 07.2016

*Specialty boutique with \$1.2M in volume and 10+ employees*

- Built and retained clientele through consultative sales and product expertise
- Trained staff in customer service and operational best practices to increase KPI growth
- Analyzed store performance data to identify sales opportunities and develop team strengths
- Managed back office administration to comply with monthly audits
- Promoted from Sales Associate in October 2014

### OPERATIONS SUPERVISOR

Garden Ridge / Kennesaw, GA / 08.2012 – 08.2014

*Big-box warehouse with \$2.5M in volume and 30+ employees*

- Directed store operations related to inventory management and visual merchandising
- Trained new hires in warehouse safety procedures to comply with OSHA standards
- Performed administrative and HR functions to support store management in a fast-paced retail environment
- Maintained office organization, supply inventory, files, databases, and confidential records
- Promoted from Operations Associate in January 2013

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## expertise

Microsoft Office Suite

Apple iWork Suite

Google G Suite

Windows and Mac OS

QuickBooks

Hootsuite

## achievements

CERTIFIED WHITE BELT  
Council for Six Sigma  
Certification  
ID #: AVBD6ISH49  
2018

DEAN'S LIST  
Kennesaw State University  
2009 – 2012

HONOR SOCIETY  
INDUCTEE  
Omicron Delta Epsilon  
2011

## volunteering

KENNEL ASSISTANT  
Atlanta Humane Society  
Alpharetta, GA  
2013 – Present

MERIT BADGE  
INSTRUCTOR  
Girl Scouts of Greater Atlanta  
Kennesaw, GA  
2009 – 2010

YOUTH MENTOR  
Boys & Girls Clubs of America  
Vallejo, CA  
2003 – 2007

## professional experience

### MARKETING SPECIALIST

BarTrendr, Inc. / Atlanta, GA / 02.2012 – 09.2012

*Social networking startup that provided consumer insights to beverage and nightlife brands*

- Developed online and field marketing campaigns to increase app downloads and active users
- Recruited field marketers within targeted demographics to participate in promotional events
- Worked closely with engineers to analyze engagement metrics and improve user experience
- Prepared reports and presentations for conference calls with executives
- Provided administrative support to the VP of Marketing based in Oakland, CA

### STUDENT ASSISTANT

Kennesaw State University / Kennesaw, GA / 08.2010 – 05.2011

*Department of Sports and Recreation*

- Managed front desk reception duties and provided clerical support to department staff
- Served as liaison for the department and interacted daily with top-level university administrators
- Contributed creative and technical content for internal email newsletters
- Created an online editorial calendar to increase student engagement and event attendance through social media
- Delivered technical support to staff following rollout of improved database management system

### STUDENT TUTOR

Kennesaw State University / Kennesaw, GA / 08.2008 – 05.2011

*Michael J. Coles College of Business*

- Conducted individual and group tutoring sessions in business and math subjects
- Utilized Microsoft Office suite to create learning materials, schedule sessions, and track student progress
- Collaborated with faculty to design comprehensive exercises that emphasized lecture concepts
- Areas of specialty: Pre-calculus, Business Statistics, Micro and Macroeconomics