

Rachelle Adams

contact

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(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

ADVANCED CERTIFICATE /
AMERICAN SIGN LANGUAGE
University of Georgia
Gwinnett Campus
2019 – 2020

skills

Office Administration
Project Management
Content Development
Event Planning
Data Entry and 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

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
- Produced 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