

Rachel Prows

Salt Lake City, UT 84102

rachel.prows@icloud.com

EDUCATION

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| Utah Valley University, Orem, UT | May 2014 |
| <ul style="list-style-type: none">- Bachelor of Arts in General History- 3.86 GPA | |
| DevPoint Labs, Salt Lake City, UT | July 2014 |
| <ul style="list-style-type: none">- Ruby on Rails, HTML, CSS, Javascript, SQL | |

EXPERIENCE

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| Administrative Assistant | Oct 2013 – May 2016 |
| Farm Bureau Financial Services, Salt Lake City, UT | |
| <ul style="list-style-type: none">- Planned corporate events for 150+ attendees- Used strong communication skills to diffuse tension between agents and customers- Maintained statewide company data and completed all reporting | |
| Sales Associate | Aug 2013 – Feb 2014 |
| Restoration Hardware, Seattle, WA | |
| <ul style="list-style-type: none">- Completed largest sale (\$68k) in gallery's 5 year history in first two months of employment- Consistently among weekly top 5 sellers (of 20) with distinction for communication and customer satisfaction- Exhibited keen attention to detail by creating or maintaining distinct aesthetic in client projects- Consulted new, repeat, and high-profile clients on design projects ranging from single rooms to entire homes | |
| Customer Service Specialist/App tester | Oct 2010 – Jul 2011 |
| AppTime, Orem, UT | |
| <ul style="list-style-type: none">- Managed 200+ client accounts by initiating contact with existing customers to ensure their satisfaction- Resolved customer complaints with high level of success; had many customers ask for me by name- Used strong communication and interpersonal skills to retain 20 previously dissatisfied customers- Analyzed customer feedback data to identify trends and recommend improvements for applications- Managed time effectively in order to meet multiple deadlines simultaneously | |
| Customer Care Specialist | Jan 2010 – May 2010 |
| Caden Pest Control, Orem, UT | |
| <ul style="list-style-type: none">- Retained more than 15 clients and satisfied many others by listening and patiently resolving concerns- Demonstrated flexibility by adapting to constantly changing needs of a start-up- Independently identified process and policy inefficiencies and implemented changes- Managed 10+ databases in MS Excel | |
| Internal Help Desk Coordinator - Systems Administration | Jul 2009 – Nov 2009 |
| ServiceMaster, Memphis, TN | |
| <ul style="list-style-type: none">- Quickly assessed and resolved customer service issues of internal clients in a fast paced environment- Established myself as a quick learner by rapidly gaining knowledge of proprietary software applications- Effectively handled multiple assignments ranging from data analysis to customer service simultaneously | |
| Tutor | Sep 2008 – Jun 2009 |
| Gear Up, West High School, Salt Lake City, UT | |
| <ul style="list-style-type: none">- Successfully mentored 30+ students in 5 subjects and earned several return requests by teachers- Worked exclusively with at-risk or failing students from a variety of troubled backgrounds and homes- Overcame a variety of issues ranging from teacher apathy to substantial student behavioral problems | |

Additional Information

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- Proficient in Microsoft Office Suite: PowerPoint, Word, and Excel
 - Treasurer of Kappa Kappa Gamma Sorority, Delta Eta Chapter
 - Amateur musician: play piano, guitar, and sing. Enjoy cooking, the outdoors, and my dog, Clark