

Rachel Vanetta

Mobile Phone : 412-736-2886

Email : rachel.vanetta@gmail.com

Portfolio : https://rvanetta97.github.io/personal_portfolio/

Education:

Case Western Reserve University

Coding Bootcamp Certificate

Expected Graduation Date: Aug 2024

Saint Vincent College

Master of Science in Criminology

Dec. 2020

Bachelor of Art in Criminology

May 2020

Educational Honors

Law Scholar

Member of Alpha Phi Sigma (Criminology Honor Society)

Publications:

Jachimowski, Kayla G., Lemmon, Ryan J. and Vanetta, Rachel E. "Social Learning Theory and Mean Girls: "You Can't Sit with Us.": An Application of Social Learning Theory. *Theories of Crime Through Popular --Culture* Edited by Sarah E. Daly. Springer Nature Switzerland AG 2021 pp. 17-32

Abstract

Social learning theories are focused on the learning of criminal or delinquent behaviors by juveniles. These learning processes have been linked to the close group of people with whom the juvenile associates (friends, family, etc.). The authors have used Ronald Akers' social learning theory to analyze the movie Mean Girls (2004). Mean Girls (2004) focuses on a formerly homeschooled student's integration into public high school. Mean Girls offers a comedic take on problems that teens face throughout high school. The movie shows the inner workings of social learning theory throughout the film and has become one of the most iconic high school movies in American society.

Professional experience:

Zivian Health Inc.

Business Consultant

March 2023 – Present

- Implemented and customized CRM solutions to meet business requirements, ensuring seamless integration with existing systems.
- Managed company projects, including planning, execution, monitoring, and reporting, to ensure successful delivery within scope, budget, and timeline.
- Acts as a primary point of contact between clients and the internal team, providing account management and resolving issues promptly to maintain client satisfaction.
- Designed and implemented API integrations to enhance CRM functionality and streamline business processes.
- Provided training and support to end-users on CRM usage and best practices, resulting in increased user adoption and system efficiency.
- Identify opportunities for system improvements and enhancements, collaborating with cross-functional teams to implement solutions.

Operations Specialist

- Development and implementation of CRM software to manage customer relationships streamline the marketing process and optimize associated operational workflows, providing educational courses.
- Assessed business analytics reporting to develop and manage sales strategies.

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- Develop contract compliance as it relates to regulations and scope of practice of Advanced Practice Providers
- Contract development and management across 50 states to ensure regulation, compliance, and scope of practice in the relationship between physicians and nurse practitioners and physician's assistant
- Assist customers in maintaining compliance with the State Board of Nursing in all 50 states.
- Assist in obtaining nursing licenses in all 50 states.
- Manage and maintain 6 corporate accounts.

Renewal Inc.

February 2022 – March 2023

Counselor – Drug & Alcohol Treatment

- Observation and interaction with new clients upon intake to assess behavioral habits, personality, document substance use, and mental and medical health history.
- Provide an environment of empowerment to engage the client in developing and maintaining treatment plan goals
- Assist clients in understanding social and emotional problems and develop a plan to help them with their individual situations.
- Counsel clients using individual and group techniques.
- Maintain and monitor client records and files.
- Developing an aftercare plan for each client.
- Communication and research of community resources available to clients.

Aldi

March 2020 – January 2022

Lead Store Associate

- Customer service – ensuring that all customers have a pleasant experience.
- Organizing the store and products.
- Cashier – cash handling, processing of orders quickly to help the flow of customers through the store efficiently.
- Providing direction to store associates to manage the store effectively.
- Prioritize tasks to ensure the store remains stocked and clean.

Saint Vincent College

September 2020 – December 2020

Graduate Assistant

- Assist the presiding professor in grading assignments for undergraduate classes.
- Aid in conducting research in the community using verbal and online communication.
- Working in a pair to interview participants and record the answers given to code into the database.

Parkhurst Dining

January 2019 – September 2019

Customer Service

- Greeting customers
- Taking and completing orders for students and faculty at St. Vincent College.
- Cleaning and sanitizing workstations and equipment.

Dick's Sporting Goods

August 2015 – August 2016

Sales Associate

- Cashier - using store customer system to process customer orders in a timely and courteous manner.
- Organizing merchandise in the stock room and on the sales floor to promote sales according to the standards of the company.
- Keeping the sales floor clean and neat.
- Ensuring every customer had a pleasant experience while in the store.