Rachel Ricucci

*Reliable, Self-Managed Problem Solver and Creator*

908-210-7876

[rachelpricucci@gmail.com](mailto:rachelpricucci@gmail.com)

Writing Portfolio: <https://rachelpricucci.journoportfolio.com/>

**SKILLS AND KNOWLEDGE**

Organized Manager of Multiple Clients and Projects

Engaging Communicator (email, chat, phone, Zoom, client interfacing)

Tenacious Follow Up & Follow Through

Seasoned Writer

Thorough Documenter

Top-Tier Customer Service Provider

Customer-Centric with Keen Sense of Urgency

**PROFESSIONAL EXPERIENCE & ACHIEVEMENTS**

Savoy Associates, Remote **— Enrollment Specialist** November 2007-Present

Manage large influx of requests to update member’s Health, Dental, and Life Insurance policies; Train and educate staff on processing procedures; Write, research and review SOP training and user manuals containing healthcare terminology. Provide resources and counsel to brokers looking for help and assistance.

[Shout About Us](https://shoutaboutus.com/) **— Remote Online Review Responder & Writer** July 2021 to Present

Write original responses to reviews on Google, Yelp and other social media review sites to help the community make careful buying decisions. Participate in improving the review platform and actively generate ideas as feedback for the team and Manager. Tailor responses to enhance marketing efforts for companies.

Walter O. Krumbiegel School, Hillside, N.J. — **English Teacher** October 2004-June 2007

Inspired students to be lifelong, practical readers by using fun and non-traditional reading activities; Hatched an after school poetry club and worked with students to publish their poetry and writings. Helped students develop problem solving skills.

Saint Brendan School, Clifton, N.J. —**Reading and Elementary Teacher** September 2002-June 2004

Earned teaching certification through the Alternate Route and “on the job” experiences; Boosted student morale and social skills through art and writing. Sharpened the art of teamwork and collaboration in the classroom and in life.

**EDUCATION**

William Paterson University, Wayne, N.J.

Bachelor’s Degree, **English and Writing Major**

**CERTIFICATIONS & COMPUTER SKILLS**

* Email Responder & Customer Service Course Completion
* Grant and Business Writing Certifications
* HIPAA Security and Compliance Certified (2023)
* Hootsuite Course Completion
* N.J. Teacher Certifications
* Microsoft Office 365, Microsoft Teams, Outlook, Zoom and GoTo
* Google Docs
* Blogger and WordPress