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Summary

With over 10 years of customer service experience and multiple LinkedIn certifications, I am a tech customer service specialist. I've gained my experience with leading provider of online employee onboarding solutions. I help customers and clients streamline and simplify their hiring process, using my skills in technical support, problem-solving, training, and business development.

I provide voice, email, and internet chat support to customers, answering complex questions on function and usage of products, and resolving bugs and errors. I also guide and train clients to successfully utilize the software, creating training documentation and materials. Additionally, I contribute to business development and relationship management, partnering with internal and external stakeholders to identify opportunities and deliver solutions. I value teamwork, collaboration, and customer satisfaction, and I strive to exceed expectations and deliver quality results. I am also fluent in Spanish, which allows me to communicate effectively with diverse customers and clients. I am always eager to learn new skills and technologies, and I enjoy working in a fast-paced and dynamic environment.

Experience

Customer Service Support Specialist, Front end designer

Click Boarding

2020 - Oct 2023 (3 years)

- Provide voice, email, and internet chat technical support to customers answering complex questions on function and usage of products
- Provide ongoing, positive, and timely support to both clients and candidates
- Resolve customer questions or problems in areas of system configuration/ setup, browser/application compatibility, online product functionality and bugs/ errors
- Resolve technical inquiries by clarifying desired information; researching, locating, providing information and forwarding requests to appropriate escalation path
- Guide and train clients to successfully utilize software, including the creation of training documentation and training materials
- Ensure service level requirements are met or exceeded
- Increase internal Communication by facilitating information flow between Product and Support teams
- Provide constructive feedback to Product and development teams utilizing product expertise to suggest product improvements that would reduce client reliance on the Support team.
- Worked with clients to identify areas of product improvement that would generate the largest impact on Client satisfaction
- Utilize Postman to access and run API calls to interface with company systems, update client information and integrations, and resolve technical issues

- Write and Edit and test HTML, JSON, and CSS code to customer specifications
- Communicate complicated technical concepts in easy to follow, accessible language



Certified Nursing Assistant

Dignity Health Medical Foundation

Jul 2018 - Jun 2020 (2 years)

Dedicated to the healing and wellbeing of our patients.

- Fostered relationships with patients, caregivers and healthcare teams to achieve individual care plan targets.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Verified identification and documentation maintained HIPPA protected medical information and quality control of 800+ guests and patients.
- Maintained energy and enthusiasm in fast-paced environment.



Patient Care Technician

Mountain Valley Regional Rehabilitation Hospital

Aug 2016 - Jun 2020 (3 years 11 months)

Engaged with patient family and friends to provide courteous, efficient visit experience.

Supported diagnostic and treatment procedures, including setting up and operating specialized medical equipment.

Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.



Certified Nursing Assistant

Good Samaritan Society

Jul 2019 - May 2020 (11 months)

Managed multiple tasks and met time-sensitive deadlines.

Answered central telephone system and directed calls accordingly.

Confirmed appointments, communicated with clients and updated client records.

Received and routed business correspondence to correct departments and staff members.

Answered high-volume, multi-line telephone, directing callers to appropriate company personnel.

Documented patient intake and dietary requirements, also assisting with feeding and monitoring.

Facilitated activities of daily living, including personal hygiene management, feeding and ambulation.

Exhibited compassionate care and communication regarding issues surrounding death and dying.

Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.



Sale Representative

KeHE Distributors

Nov 2018 - Jul 2019 (9 months)

Identified customer needs to deliver relevant product solutions and promotions and meet target budgets.

Met with store managers to discuss product needs, accomplish sales goals and facilitate sales growth.

Leveraged trends in customer marketplaces to shape value-added solutions and approaches.

Followed-up with clients after installations to assess quality service and customer satisfaction.

Exceeded monthly sales goals by 12% through successful maintenance of products



Manager

Sprouts Farmers Market

Mar 2016 - Nov 2018 (2 years 9 months)

Managed inventory tracking and physical inventory counts to minimize loss.

Assessed, optimized and elevated operations to target current and expected demands.

Boosted sales by 30% by cultivating customer rapport and delivering superior customer service.

Hired, trained, evaluated performance and enforced disciplinary actions for 5 associates.

Generated repeat business by responding to customer concerns with friendly and knowledgeable service.



Customer service manager

Acosta

Jun 2014 - Mar 2017 (2 years 10 months)

Communicated and coordinated planogram execution with store management.

Configured and arranged up-to-date advertising and marketing displays, creatively placed merchandise on counters or tables to promote visibility and sales.

Built effective partner store relationships to improve customer satisfaction.

Organized engaging front-facing displays to capture customer interest and drive revenue growth.

Established and maintained proper high-traffic displays, resulting in increased sales.



Customer Service Manager

Shamrock Foods Company

Nov 2014 - Jul 2016 (1 year 9 months)

Answered questions about current promotions and resolved issues according to store policies.

Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.

Supported sales personnel with technical solutions, costing and client presentations.

Stayed current on industry trends and changes and participated in professional development opportunities to strengthen product and service knowledge.

Conferred with management to offer feedback on operations and promotions based on customer preferences and purchasing habits.

Conducted evaluations to identify targets, enhanced business plans and provided professional and smooth customer presentations.

Bilingual Teacher

KIDUS

Sep 2001 - Nov 2013 (12 years 3 months)

Employed kinesthetic, visual and auditory approaches to make lessons interesting and interactive.

Conducted small group and individual classroom activities based on differentiated learning needs.

Developed lesson plans to teach course materials according to schedule.

Taught lessons encompassing range of skill-building activities for speaking, writing, reading and listening.

Controlled classroom environments with clearly outlined rules and positive reinforcement techniques.

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Identified children in need of extra support for emotional, health-related or developmental concerns and conceived improvement strategies.

Created and implemented developmentally appropriate curriculum addressing all learning styles.

Organized and led activities to promote physical, mental and social development.

Implemented hands-on, play-based strategies such as games and crafts for experiential learning.

Encouraged children to be understanding of others, show good manners and instructed in other social development behaviors.

Designer, Sewist, Pattern Maker, Photographer

2 moods Apparel and Accessories

Oct 2004 - Aug 2013 (8 years 11 months)

Interpreted designer sketches to drape and sew initial samples.

Created production patterns from initial designs and incorporated subsequent changes.

Produced pattern specifications and wrote instructions for sewing pieces.

Calculated complete dimensions of patterns by factoring in aspects such as size, dye absorption and expected material stretch.

Conferred with designers to translate garment models into reproducible patterns.

Created master patterns for each size of every garment by using standardized charts and measuring systems.
Corrected patterns to fit proper sizes and meet quality standards.
Cropped, manipulated and performed color-balance for final images.
Set up precise photographic measurements and control equipment.
Collaborated successfully with variety of personalities and work styles.
Collaborated with clients to guarantee satisfaction with photos.
Improvised photographic methods and techniques.
Used out-of-the-box thinking to obtain perfect shot.
Adjusted apertures, shutter speeds and camera focus according to combinations of factors, including lighting, depth of field, subject motion and exposure speed.
Juggled multiple projects and tasks to ensure high quality and timely delivery.v

Education



Brigham Young University - Idaho

Bachelor's Degree, Business, Management, Marketing, and Related Support Services

2013 - 2015

Studied Business Planning, Entrepreneurship Fundamentals, Market Research, Business Model Development, Financial Management, Legal and Regulatory Issues, Marketing and Sales Strategies, Innovation and Creativity, Business ethics and Social Responsibility, Funding and Finance Options, Pitching and Presentation Skills, Network and Relationship , Risk Management, Scaling and Growth Strategies, Case Studies and Real -World Experience, and Mentorship and Support

The meadows of Northern Arizona

CNA, Pre-Nursing Studies, Certified Nursing Assistant (CNA)

2016 - 2016

Studied Basic Nursing Skills, Personal Care Skills, Patient Safety, Communication Skills, Infection Control, CPR and First aid, Assisting with Mobility, Understanding Medical Terminology, Psychosocial Care, Specialized Care, Legal and Ethical Considerations, and Clinical Experience.

Collins College

Bachelor of Arts - BA, Graphic Design, Business Management, BUSINESS, MANAGEMENT, MARKETING, AND RELATED SUPPORT SERVICES

2003 - 2005

Studied Design fundamentals, Marketing principles, Digital Media, Advertising and Branding, Content Creation, Data Analysis, Portfolio Development Internships and Real-World Experience,



Ensign College

Associate of Arts and Sciences, BUSINESS, MANAGEMENT, MARKETING, AND RELATED SUPPORT SERVICES

1997 - 1998

Studied Financial Literacy, Marketing and Sales, Management and Leadership, Entrepreneurship, Business Ethics, Strategic Thinking, Effective Communication, Data Analysis, Global Business Knowledge, Operations Management, Innovation and Problem Solving, Negotiation and Conflict, Legal

and Regulatory Knowledge, Networking and Relationship, Presentation and Public Speaking, and Entrepreneurial Mindset.

Licenses & Certifications

 **Certified Nurse Assistant** - The Meadows School
Issued Aug 2016 - Expires Feb 2020
CNA1000060754

 **Learning Procreate** - LinkedIn

Skills

Empathic Design • Employee Handbooks • Performance Management • Applicant Tracking Systems • Recruiting • Attention to Detail • Microsoft 365 • Tech Savy • Client Services • Fraud Protection

Honors & Awards

Deans List - Ensign College
Sep 1997
Having a GPA of 4.0