

Rachael Osborne

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Continue a rewarding career with a successful company utilizing my strong organization and leadership abilities in a professional environment.

Authorized to work in the US for any employer

WORK EXPERIENCE

SOCIAL MEDIA CONTENT WRITER

WINDFALL - Dallas, TX - June 2016 to Present

Source creative and write compelling social media content for 15 current clients.

CLIENT SERVICES MANAGER, SOCIAL MEDIA COORDINATOR

POST ASYLUM/ELEMENT X CREATIVE - Dallas, TX - September 2015 to April 2017

- Manage client expectations, provide customized support, and facilitate client communications.
- Develop procedures and establish standards.
- Assist in daily office operations and maintain supplies.
- Create and present social media content.
- Organize and execute company events.
- Receive and forward incoming mail, coordinate the pickup and delivery of shipping and mail services, and maintain account information for each shipping service company.
- Produce lattes and cappuccinos.

OFFICE ADMINISTRATOR

KIDS R KIDS LEARNING ACADEMY - Carrollton, TX - June 2015 to September 2015

- Assist with employee recruitment, schedule interviews.
- Create daily schedules for teachers, accommodate to quick changes.
- Accept and post payments.
- Contact parents concerning invoices and record updating.
- Maintain detailed employee and student records per state regulations.
- Support each child's family in being involved with the child's daily progress, and communicate with them on daycare policies and any issues.
- Inform parents of facility enrollment procedures policies and activities.
- Ensure full compliance with state procedures and policies.
- Provide medications to children per parental instructions.

OFFICE ADMINISTRATOR/ASSISTANT DIRECTOR

CASTLE MOUND MONTESSORI - November 2014 to June 2015

Began working with Castle Montessori during management change.

- Audit all child and parent records working to repair the integrity of the documentation that had lapsed.
- Create weekly schedules for teachers, making necessary changes to breaks and to provide coverage to all classrooms at all times.
- Manage parent's expectations, being their first point of contact everyday, and providing the best service to all the families.
- Monitor facility activities to ensure compliance with local and state requirements.

- Initiate contact with prospective parents, provide tours, and conduct follow-ups to provide the maximum conversion rate.
- Helped increase attendance to the school by 25% in the first 6 months.
- Work with the staff to coordinate monthly family events at the school.
- Fill in with bus driving duties as necessary to facilitate the teacher schedules.

ASSISTANT TEACHER

WONDERLAND MONTESSORI - Flower Mound, TX - October 2012 to February 2013

- Maintain a healthy educational environment to foster learning and growing for the infant classroom.
- Manage parent expectations and working with them to achieve the best, tailored education for their child.
- Work with the business management team to carefully uphold the values of the company and ensure compliance with regulatory agencies.

LEAD TEACHER

ALPHA CHRISTIAN ACADEMY - Denton, TX - October 2011 to October 2012

- Develop and implement new course curriculum with careful consideration of the classroom and its students.
- Work with parents to promote education, safety, and positivity.
- Manage the classroom and the teaching assistants to build continuity and to ensure a safe learning environment.

ASSISTANT TEACHER/ MARKETING ASSISTANT

THE CHILDREN'S LIGHTHOUSE - August 2010 to August 2011

- Visit local public schools to promote Children's Lighthouse.
- Hold on-site discussion forums and encourage parents to ask questions to build trust with our company's brand, working closely with various school and business management structures to plan and execute events.
- Canvass various neighborhoods in the area to hold one-on-one engage discussions regarding parent's educational goals.

LEAD TEACHER

THE CHILDREN'S PALACE - October 2009 to October 2010

- Work closely with managing staff to build a solid curriculum and agendas to promote a healthy learning environment for children.
- Manage teaching assistants and delegate responsibilities accordingly.
- Communicate with parents closely to build relationships and tailored educational experiences for their children.

EDUCATION

ASSOCIATE OF ARTS

TARRANT COUNTY COMMUNITY COLLEGE

2013

HIGH SCHOOL DIPLOMA in Education, Arts, Theater, Film, and Literature

HALTOM HIGH SCHOOL

June 2008

SKILLS

Microsoft Office, Hootsuite, Customer Service, Event Planning, Social Media Marketing, Scheduling, Public Speaking, Recruiting, Organizational Skills, Written Communication, Communications, Billing, Invoicing, Office Administration, Mac OS X, Content Creation, Data Entry

LINKS

<https://www.linkedin.com/in/rachael-osborne-62b88284/>