

Rachel (Raey) Sant

Copywriter/Amatuer Photographer

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Former journalist-turned-web designer/QA, looking to return to her writing roots. When acting as a journalist back in college, my favorite stories were those that lifted others up and brought light to both those featured and their audiences. For this reason, I feel that I am better suited for a role in copywriting.

I took a break from contract work after being laid off in 2018, opting for steady employment while I decided what I specifically wanted to focus on for a lifelong career. During this time period, I chose to return to retail with the intent of only remaining for a year or so.

Unfortunately, like many others, the pandemic prolonged my stay much more than I could have ever anticipated. With its recession, I am now eager to pursue new roles and experiences.

Skill Overview

- 7+ years in Customer Service, fast food and retail environments (5+ in leadership roles!)
- 4+ years in Written Communication, including 2 years in Journalism
- 1 year of professional Adobe Photoshop experience, with three years of casual practice
- 1 year of professional web-based design and layout experience
- Professional web content creation/quality assurance experience
- 6 months of University-level with Adobe InDesign
- Impeccable organization and problem-solving skills
- Excellent editing and proofreading capabilities
- Educated in short form and long form advertising
- Effective time-management skills, accustomed to tight deadlines/SLAs
- Strong interpersonal and communication skills
- Capable of working both independently and/or with a team
- Proficient with Microsoft Word, Excel, PowerPoint, and Outlook
- Skilled with Google Suite
- Basic knowledge in HTML and CSS
- Amatuer photographer

Authorized to work in the US for any employer

Work Experience

Cheese Master (Specialty Cheese Lead)

Murray's Cheese/Fred Meyer - Kirkland, WA

October 2019 to Present

- Create an environment that enables customers to feel welcome, important and appreciated by answering questions regarding products sold within the department and throughout the store

- Gain and maintain knowledge of products sold within the department and be able to respond to questions and make suggestions about products.
- Offer product samples to help customers discover new items or products they inquire about.
- Provide customers with fresh products that they have ordered and the correct portion size
- Measure, prepare and mix ingredients according to recipe, using a variety of kitchen utensils and equipment.
- Adequately prepare, package, label and inventory ingredients in merchandise.
- Order, label, stock and inventory department merchandise.
- Report product ordering/shipping discrepancies to the department manager.
- Display a positive attitude.
- Adhere to all food safety regulations and guidelines.
- Ensure proper temperatures in cases and coolers are maintained and temperature logs are maintained.

Service Deli Assistant Manager

Fred Meyer - Kirkland, WA

March 2019 to October 2019

- Model "Customer 1st" behavior; deliver and encourage other associates to deliver excellent customer service
- Sell products to customers; teach selling skills
- Maintain an awareness of daily/weekly sales and goals and communicate to associates
- Implement the period promotional plan
- Perform price changes, audit, and correct errors
- Perform cashier functions
- Verify completion of daily tours
- Maintain clean facilities
- Perform inventory
- Maintain compliance to multiple set guidelines, including
 - divisional merchandising, general and food safety, fixtures and equipment usage and maintenance, and shrink control. (Among many others.)
- Train new associates in the required job skills when needed

Service Deli Night PIC

Fred Meyer - Kirkland, WA

July 2018 to March 2019

- Oversee the organization and task completion for the closing team to ensure the opening team can perform efficiently
- Model Customer 1st behavior; deliver and encourage other associates to deliver excellent customer service
- Perform duties as listed on daily tour sheet
- Maintain case and deli area between customers, including stocking, restocking, and cleaning
- Answer telephones
- Comply with corporate policies
- Promote and follow company initiatives
- Comply with all food safety guidelines and standards
- Rotate deli product by code date

[CONTRACT] Web Content Specialist / Quality Assurance

CDK Global - Seattle, WA

March 2018 to May 2018

- Adapted previously-created content to a company-built web platform
- Created new copy and graphics to match previously established themes and brand styles
- Worked with a larger team in a variety of roles to ensure clients needs were met
- Utilized Adobe Photoshop consistently in order to create and edit graphic-based content
- Provided detail-oriented quality assurance and feedback to others in order to improve product appearance and efficiency

[CONTRACT] Xbox Systems Quality Analyst

Microsoft - Redmond, WA

April 2017 to October 2017

- Managed sensitive customer data on a day-to-day basis
- Investigated and resolved high risk scenarios
- Oversaw multiple queues of processing sensitive customer data
- Maintained tight Service Level Agreement (SLAs)

[CONTRACT] Web Designer and QA

CDK Global - Seattle, WA

August 2016 to March 2017

- Tested and provided feedback on a newly developed web building platform
- Developed layout and designed websites for the automotive industry
- Edited and revised old content (written, visual) to meet new standards
- Provided quality assurance; tasks ranged from single pages to entire sites
- Operated Adobe Photoshop to create new/edit existing advertising content

Service Deli Backup Manager

Fred Meyer - Covington, WA

June 2015 to September 2015

- Model Customer 1st behavior; deliver and encourage other associates to deliver excellent customer service
- Perform duties as listed on daily tour sheet
- Maintain case and deli area between customers, including stocking, restocking, and cleaning
- Answer telephones
- Receive and process freight upon arrival
- Comply with all food safety guidelines and standards
- Rotate deli product by code date
- Ensure compliance to set task execution from higher managers
- Conflict resolve when necessary

Cheese Monger

Fred Meyer - Bellingham, WA

September 2014 to June 2015

- Model "Customer 1st" behavior; deliver and encourage other associates to deliver excellent customer service
- Assist in the ordering of specialty cheeses
- Cut, wrap and merchandise cheese and related grocery items

- Create and maintain the Murray's kiosk experience: education, service, effective cross-selling, merchandising, and promoting of designated products
- Provide active demos within the Murray's Cheese kiosk
- Provide information on products to aid customers in purchasing cheese products

Service Deli Associate

Fred Meyer - Covington, WA

November 2013 to September 2014

- Perform duties as listed on daily tour sheet
- Maintain case and deli area between customers, including stocking, restocking, and cleaning
- Answer telephones
- Comply with corporate policies
- Promote and follow company initiatives
- Comply with all food safety guidelines and standards
- Keep seating and table areas clean by wiping down and keeping supplies filled

Counter Help/Cashier

Panda Express - Covington, WA

March 2013 to November 2013

- Greet customers in a friendly and courteous manner, providing excellent customer service
- Take orders accurately and efficiently, ensuring that all items are prepared according to the customer's specifications
- Prepare food items quickly and correctly, following established recipes and procedures
- Maintain cleanliness of work area, including counters, shelves, and equipment
- Assist with opening and closing duties, such as cleaning and setting up for the next day
- Process payments accurately and efficiently
- Answer questions about menu items and ingredients
- Provide suggestions on menu items and promotional offers

Senior Writer

The Current (Green River College Student Paper) - Auburn, WA

October 2011 to March 2013

- Planned, organized and recorded interviews with students and staff
- Researched and collected information to ensure accuracy of news stories
- Wrote and reviewed written materials
- Revised content to maintain preset standards
- Presented and published content by strictly set deadlines

Education

Bachelors in Arts (Technical and Creative Writing)

Western Washington University - Bellingham, WA

September 2014 to June 2016

Associate in Arts (AA) in Journalism

Green River (Community) College - Auburn, WA

September 2011 to June 2013

Skills

- Journalism (2 years)
- Adobe InDesign (Less than 1 year)
- Adobe Photoshop (2 years)
- Creative writing (10+ years)
- Content creation (1 year)
- Customer service (7 years)
- Photography (Less than 1 year)
- Retail management (5 years)
- Google Suite (8 years)
- Microsoft Office (2 years)
- Digital marketing (1 year)
- Quality assurance (2 years)
- HTML5 (Less than 1 year)
- CSS (Less than 1 year)
- Communication skills (4 years)
- Copy editing (2 years)
- Copywriting
- Web Design
- Layout Design

Certifications and Licenses

Washington State Food Worker Card

February 2023 to February 2025