**Rachael Ferraro**

P.O. Box 103, Brookland, AR 72417 · Contact Rachael: (870) 277-0450 · CoffeeMom895@gmail.com

**OBJECTIVE**Seeking a position in the field of social work, case management and / or office assistant.

**EDUCATION**

Bachelor’s Degree – Social Work August 2009  
Arkansas State University Jonesboro, Arkansas  
GPA: 4.0  
Dean’s List

General and Vocational Degree June 1991  
Stephen Decatur High School Decatur, Illinois  
Honor Roll

**SKILLS**

* Skilled with computers, office organization, and Microsoft Office Suite including Advanced Office Express, Microsoft Word, Excel, Outlook, PowerPoint, and Adobe Acrobat.
* Familiar proficiency: EMR, patient privacy, and medical terminology.
* High proficiency: Data entry, and typing.
* Able to type 60-70 WPM.
* Fluent in American Sign Language, English (SEE sign language), and familiar with assistive   
  devices for the Deaf and Hard of Hearing.

**EMPLOYMENT EXPERIENCE**

Seasonal Stockroom Operations Associate Nov. 2013 – Dec. 2020 Kohl’s Jonesboro, AR

* Processed online customers’ orders.
* Scanned the price of items before packing.
* Printed shipping labels for items.
* Packed items with receipt.

Human Services Assistant – LIHEAP Department Dec. 2011 – Sept. 2012  
Crowley Ridge Development Council Jonesboro, AR

* Entered all computer data to assist with LIHEAP customers to approve, deny or pend.
* Followed accurately customer’s income with LIHEAP guideline on the computer.
* Searched and investigated information contained in computer and files without conflict or similar households.
* Completed packets in the computer on time with deadline.

FSA (Facility Service Associate) June 2010 – Oct. 2011  
LOWES Improvement Jonesboro, AR

* Experienced in a maintenance/janitorial position.

Ferraro, Rachael Page 2

* Maintained clean grounds.
* Cleaned floors by swept and mopped floors, emptied garbage cans, cleaned restrooms and break room.

Medical Record & Scan Clerk May 2004 – April 2008  
NEA Baptist Clinic Jonesboro, AR

* Collected files/papers from oncology/lab department.
* Recorded chart numbers and sorted all files papers before scanning.
* Accounted for all upcoming appointments and patient files prior to appointment.
* Pulled charts to work on prepping and indexing with papers to scan.
* Operated copy, fax machine, printer, and computer and kept all patient information confidential.

Sales Floor Clerk – Clothes Department Feb.2000 – May 2004  
Wal-Mart Jonesboro, AR

* Trained on various department manager jobs, learned how to pick list.
* Monitored discrepancies between inventory count and actual on rack items and price changes.
* Followed floor plans for set-up and worked on new modular and zoned.
* Started unpacking and put up items.
* Worked on returns from customer service.
* Picked up items off the floor.

Office Assistant Trainee Aug. 1990 – Aug. 1991  
Central Association for Special Education Decatur, Illinois

* Entered all computer data.
* Filed correspondence, cards, invoices, receipts, and other school records in alphabetical and numerical order.
* Searched and investigated information contained in files and photocopied records.

**AWARDS**

* Nine awards-certification with keyboard typing.

**VOLUNTEER WORK**Social Worker (Intern) Aug. 2008 – April 2009Arkansas State University, Disability Services Jonesboro, AR

* Set up with computer and laptop for communication.
* Interviewed and advocated students with disabilities: history/educational backgrounds.
* Completed paperwork and progress notes.
* Researched referral sources and/or services.
* Worked with community – field fair.

**COMMUNITY INVOLVEMENT**  2009 - 2011

Delta Sigma Omicron, member Jonesboro, AR

* Award: Certificate of Participation – forum panelist, Disability Awareness Week