Rachel Miramontes

**87 Gainsborough St. Apt 403**  **Phone: 702-335-1441 Boston, Ma. 02115 Email: rachelmiramontes415@gmail.com**

**PROFESSIONAL EXPERIENCE:**

**Lifeguard for Aquatic Services June 2014 – September 2018**

**Lifeguard for three years and Lead Guard/ Assistant Manager for two years**

* Adept at interpreting rules and policy; as Lead/Assistant Manager I interpreted rules and regulations to ensure legal requirements met or exceeded.
* Ensured accurate timekeeping following Department of Labor Laws and Regulations. Created work schedules to ensure coverage of all shifts, coordinating shift coverage between 12 employees.
* Created and authorized purchase orders for supplies; Tracked supply orders, coordinated receipt of orders, created tracking system to maintain documentation of outstanding and completed orders. Communicated frequently with Vendor and agencies in support of Aquatic Services; referring more problematic issues to Manager for resolution.
* Coordinated medically emergent client issues with community care emergency services; ensured client safety maintained.
* Customer service liaison, resolved customer service complaints, ensured customer satisfaction.

**University Studies Abroad Consortium (USAC) May 2019 – June 2020**

**Peer Advisor**

* Prepared necessary authorization documents, such as visas and other legal documents, for students and their corresponding universities.
* Had extensive phone contact with students, parents, and school officials. During the start of the COVID-19 pandemic, I received and called concerned parents and students about safety measures.
* Documented and organized each student’s personal file to ensure all appropriate documentation was maintained. Recorded student visa application, medical records, student’s transcripts, and identifying pronouns to follow the USAC guidelines.
* Coordinated scheduling with Program Advisors and students. I also tracked each Advisor’s appointments to facilitate with the students’ progress.
* Served as an initial point of contact for any questions students may have regarding a USAC program or their individual progress.

**Greater Nevada Field April 2019 – September 2019**

**Promotions Team Member**

* Coordinated the interaction with a team member and the participant with the sponsor of the intermission game.
* Interacted with patrons to make their baseball experience up to the standards of the Greater Nevada Field.
* Helped gather participants for intermission games. I made sure that they knew what game they were going play, rules of the game, and when to meet for the game.

**Nanny September 2020—August 2021**

**1-year-old and a 9-year-old**

* Helped with distance/online learning including making sure they are participating in class and helping with homework
* Able to keep a stable schedule for children such as: waking up, making meals/meal prep, doing chores assigned before playtime
* Able to supervise swimming during hot summer months
* Helped with light housekeeping including washing/folding laundry, dishes, unloading and loading the dishwasher

**Raiders Football Club LLC April 2021– August 2021**

**Premium Concierge Attendant**

* Prepared luxury suites and other premium spaces before gates open
* Helps troubleshoot issues with tickets at the gate or any requests during the event
* Meets and greets guests as they enter and exit the stadium
* Provided prompt, accurate, courteous, and first-class service to the premium clientele at Allegiant Stadium

**EDUCATION**

**Bachelor Degree Biology (BS),** University of Nevada, Reno; Reno, Nevada

**Seventeen Credit Hours**, University of Oslo; Oslo, Norway

**ADDITIONAL TRAINING**

Microsoft Office

CPR Certified

AED Certified

Oxygen Certified

**PROFESSIONAL ORGANIZATIONS:**

Sigma Kappa Sorority

**REFERENCE:**

**Justine Manuel USAC Program Advisor Previous Supervisor 775-784-6569**

**Arika Duchene Nurse Ex-Employer 440-864-8491**