**Rachel Kerner**

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636-795-0236

**Work Experience**

**Small Business Owner**

Bindings, Borders & Squares - Saint Charles, MO

October 2017 to Present

• Responsible for all aspects of running a longarm-machine quilting business

• Develop/maintain successful marketing campaign utilizing social media platforms such as Facebook and Instagram through little to no expense to include monthly customer incentive program, discount program and events

• Provide administrative services inclusive of the answering/responding of all forms of business communication, scheduling of quilting studio and/or delivery appointments for the drop off/pick up of jobs, customer database, inventory management, create customer estimates

• Organize/execute all accounting needs such as data entry into ledger, customer/vendor invoicing, tracking the cost/profitability of each job, reconciling of bank accounts

• Operate and maintain quilting machine, adhere to production schedule ensuring completion by projected date given to customer(s)

**Executive Assistant/Office Coordinator**

Rothman Furniture & Mattress - O'Fallon, MO

2014 to April 2017

• Maintain CEO/President and several Executive operations schedules to meet business agenda

• Maintain customer confidence and protect operations by keeping information confidential

• Completed projects by assigning work to clerical staff; following up on results

• Responsible for weekly commercial and radio traffic

• Main contact/responsible for the distribution of merchandise/gift cards for charitable donations

• Event planner, i.e. store openings, company-wide meetings and personal

**Store Manager/Sales**

Bindings, Borders & Squares - Saint Charles, MO

2009 to 2014

• Assisting in family-owned and operated fabric/quilting-service business

• Organization and hiring of instructors for 2011 class schedule

• Responsible for the preparation and distribution of companies’ monthly newsletter

• Assist in purchasing of new collections, entering of PO's and establishing cost of goods received

• Manage inventory of sales floor

• Organizing events and sales

**Project Manager**

Group360, Inc - St. Louis, MO

2009 to 2009

• Liaison between Designers, Marketing Group and Printers

• Responsible for estimating/invoicing, internal production tickets, prioritizing/scheduling of work with prepress production, tracking progress/delivery of client-specified final files

• Order/obtain/review appropriate proof approvals that meet customer/printer specifications

• Ensure that SOP's are utilized within all workflows

**Creative Account Manager**

Group360, Inc - St. Louis, MO

2005 to 2008

• Worked directly with Client, Management, Creative Directors, Designers, Production Artists and Project Coordinators

• Managed workloads/schedules of multiple projects beginning with client download, brainstorm, conception of design files, focus groups, recipe development, photography, video, retouching, final production, prepress and delivery of printed samples to client

• Experienced in managing and scheduling pre- and post-production of both onsite and offsite photography and video shoots

• Responsible for weekly/monthly review of creative account invoices while ensuring company pricing schedules and guidelines

• Shared in the responsibility of achieving account revenue and performance goals

**Executive Administrative/Marketing Assistant**

Group360, Inc - St. Louis, MO

2002 to 2005

• Responsibilities varied from managing a team of three, answering main phones to compilation and distribution of Board Meeting notes

• Arranged/booked travel for Management, Sales Representatives, potential Customers and Clients

• Managed the B2B marketing sell correspondence, along with preparation and distribution of company generic and Client-specific proposals, slideshows and RFP's

• Assisted sales with potential leads through industry marketing tools

• Switchboard experience/front-desk relief

**Project Coordinator/Customer Service**

FRI Resources, Inc - St. Louis, MO

2000 to 2002

• Covered a full range of responsibilities that required Clients' needs were promptly recognized and handled in a professional manner

• Responsible for the entry of client requests into company program and ensuring accuracy and timeliness of deliverables

• Assisted Sales Representative with the automatic reorders for several accounts

• Managed company business card service - typeset, proofed, ordered, delivery confirmation, estimating and invoicing

• Switchboard experience/front-desk relief

**Education**

Associates in General Studies

Southwest Missouri State University - Springfield, MO

General Studies

St. Charles Community College – St. Charles, MO

**Computer Skills**

• MS Office - Access, Excel, OneNote, Outlook, PowerPoint and Word

• G Suite - Calendar, Docs, Forms, Gmail, Google Drive, Hangouts, Sheets, Sites and Slides

• Email - Outlook, Gmail, iCloud, Constant Contact, Mail Merge, Rules, Filters, Folders and Active Campaign

• Spreadsheets - Excel and Google Sheets

• Social Media - Facebook, Instagram, LinkedIn, Twitter and YouTube

• Collaboration Tools - Google Docs, GoToMeetings and Zoom

**Writing Capabilities**

• Brand Building Creative Writing for internal and external use, i.e. sales documents, storytelling, RFP, social media