

RACHEL MCINTURF

General Enrollment Coordinator

Dynamic and engaging Educator transitioning to **General Enrollment Coordinator** with over 10 years of experience in client management, professional communication, and relationship cultivation. Demonstrated experience in providing quality customer support, offering guidance, and planning implementations. Successful problem solver who is adaptable and resourceful with an accomplished track record of fostering effective collaboration and communication. Possesses strong organizational and leadership skills with the ability to multitask in a high volume and demanding environment.

PROFESSIONAL EXPERIENCE

Martinez Unified School District | Martinez, CA

John Swett Unified School District | Rodeo, CA

February 2023 – Present

Substitute Teacher

- Provided detailed documentation and reporting regarding strategic goals and objectives resulting in 100% client satisfaction
- Performed one-on-one coaching with clients that require customized training tailored to individual learning types
- Handled changing circumstances within five locations with ease and flexibility, supporting the needs of clients across multiple departments
- Created and maintained strong interpersonal relationships with clients and stakeholders that renewed based on success and effectivity

John Swett Unified School District | Rodeo, CA

August 2016 – December 2021

Teacher

- Managed ongoing database importing hundreds of new client rosters, passwords, and personal information
- Heavily contributed to Kindergarten onboarding and enrollment process for 100+ students
- Functioned as team lead within the department to schedule and facilitate virtual meetings, assess progress, and prioritize organizational project goals
- Developed engaging lessons with digital tools and educational platforms aligned with chosen curriculum
- Review and revise curriculum to align with learning objectives and differentiate content accordingly
- Used strategic planning to develop reporting policies for 100 students in coordination with senior leadership team
- Conducted performance gap analysis to assess current state and prioritize performance issues based on organizational goals
- Documented various data points for 25 clients with extreme accuracy for strict compliance records
- Provided clear, concise written and verbal communication daily with clients and stakeholders virtually and in-person
- Created digital client-facing resources, guiding internal and external clients through technical product integrations

CalSERVES | Santa Rosa, CA

August 2012 – January 2016

Program Coordinator

- Managed and coordinated interviewing and onboarding process for 60 new hires, ensuring hiring processes and protocols were being followed with 100% accuracy
- Scheduled and led meetings with team of ten to review project status and generate new project goals and deliverables
- Scheduled and led training calls with 10+ participants across four time zones and three projects daily

- Designed effective training and onboarding resources to enhance performance and client satisfaction
- Performed ad hoc reporting and various data analyses within multiple departments for senior leadership team
- Created and shared website using Wix to connect new and onboarding members, providing resources related to housing, food access, available government resources, and other members seeking support and relationships

EDUCATION AND CERTIFICATIONS

Sonoma State University | Rohnert Park, CA
Bachelor of Arts - Liberal Studies
Multiple Subject Teaching Credential

TECHNICAL PROFICIENCIES

Microsoft Office Suite | Google Workspace | Trello | Adobe Acrobat | Wix | Zoom