

Rachael Vaughn

College graduate with creative, administrative, customer service, sales, teaching, tutoring, serving, and bartending experience

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JOB EXPERIENCE

Cashier/Server — *Taziki's Mediterranean Cafe, Edmond, OK*

July 2021 - December 2022

- Take and deliver food orders, refill beverages, and clear tables
- Take payments and handle cash
- Respond promptly/courteously to all guest requests.
- Perform opening, closing, and crossover duties

Access Specialist I — *Metropolitan Library, Edmond, OK*

July 2019 - January 2020

- Provided excellent customer service, including answering questions and helping members locate materials and services of interest
- Sorted and shelved books and other materials, including shelf reading for accuracy and shifting for balancing
- Ensured that the location is well-ordered, appealing and inviting; performed light housekeeping duties
- Assisted members with self-service equipment and technology.
- Assisted with library displays and merchandising materials to showcase collection, including documenting usage
- Participated in staff meetings, and engaged in committee/team work

Front Desk — *Elements Massage, Edmond, OK*

September 2017 - March 2018

- Greeted every client with a smile
- Answered phones professionally and converted calls into appointments
- Matched clients and therapists correctly based on a level system
- Addressed emergency scheduling issues quickly and professionally
- Sold the Wellness Program

Food Runner/Server — *Torchy's Tacos, Edmond, OK*

April 2018 - June 2018

- Delivered food orders with a smile, refilled beverages, and cleared tables
- Accurately took secondary beverage, dessert, and tacos orders
- Responded promptly/courteously to all guest requests.
- Performed opening, closing, and crossover duties

SKILLS AND STRENGTHS

- Research skills: the ability to gather and organize information, and to synthesize it into useful insights or ideas.
- Communication skills: the ability to write clearly and concisely, to present ideas effectively, and to work well with others.
- Problem-solving skills: the ability to identify and solve problems in a creative and efficient manner.
- Time management skills: the ability to prioritize tasks and manage your time effectively.
- Initiative and self-motivation: the ability to take the lead on projects and to work independently without close supervision
- Attention to detail: the ability to pay close attention to detail and to produce high-quality work.
- Computer skills: the ability to use a range of

Telephone Operator — *Sooner Answer Service, Edmond, OK*

September 2016 - August 2017

- Answered and routed incoming calls on a complex digital phone system.
- Provided information obtained from a variety of sources to field questions from the public regarding departments, phone numbers, operational hours, etc.
- Assisted callers in identifying needs and then routed calls appropriately.
- Updated and maintained personal copy of staff directory and other resources to ensure accurate dispensing of information.

EDUCATION

University of Central Oklahoma Edmond, OK

Studied Professional Media/Journalism

August 2016 - May 2017

Azusa Pacific University Azusa, CA

*B.A. in Liberal Studies with a science concentration
(also studied Natural Science)*

May 2009

Oklahoma City Community College Oklahoma, OK

Screenwriting

January-March 2020

Film Education Institute of Oklahoma Oklahoma, OK

Film 101

June 2021

RELATED EXPERIENCE

Unpaid Extra
“Breaking Them Up”
August 2019, OKC

Set Dresser
FEIOK Film Workshop
“Amelia’s Prayer”
July 2021, OKC

software and tools, such as word processing, spreadsheet, and presentation software.

- **Creativity:** the ability to think creatively and come up with new and original ideas.
- **Collaboration skills:** the ability to work well with a team and contribute to group projects.
- **Flexibility:** the ability to adapt to new situations and environments, and to learn new skills quickly.