

**RACHEAL FABIANI**  
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## **CUSTOMER SERVICE & EVENT SUPERVISOR**

Accomplished and dynamic professional committed to pursuing a career in the field of administrative management and customer service. Highly motivated and demonstrates professionalism in handling various organizational and administrative functions with proven ability to thrive in busy environments with positive results.

### **Core Competencies**

Operations Management • Work Flow Administration • Team Management • Client Relations Management  
Project Coordination • Process Improvement • Interdepartmental Collaboration • Training & Development  
Strategic Planning • Problem Resolution

## **PROFESSIONAL EXPERIENCE**

**Praetorian USA, San Francisco Bay Area • CA** 9/2017 – Current  
**Event Staff**

Provide support for corporate meetings and events at a variety of venues with high profile CEOs and public figures in the San Francisco Bay Area.

**Mr. and Mrs. Tully Friedman, San Francisco Bay Area • CA** 6/2012 – 9/2017  
**House Manager**

Provided executive-level administrative and management support to the Friedman family and oversaw team of support staff. Assisted in planning and logistics of corporate meetings and events at a variety of public venues and private residences with high profile CEOs and public figures in the San Francisco Bay Area.

**Delta Air Lines, Madison • WI** 9/2006 – 11/2013  
**Customer Service Supervisor** 2/2008 – 11/2013

Supervised a team of 30 customer service agents and contract employees during daily scheduled and charter passenger airline operations at spoke airport. Advanced knowledge of airline computer reservation system Travelport GDS and working knowledge of Sabre Computer Reservation System.

**Environmental Coordinator** 1/2010 – 11/2013  
Oversaw the daily management of Delta Air Line's environmental regulatory permit processing and compliance. Consolidated and adapted a Storm Water Pollution Prevention Plan for post-merger Delta Air Lines operations at the Dane County Regional Airport. Coordinated with permitting federal and state agencies, airport officials, and airline stakeholders to develop measures to capture and remove propylene glycol from Cherokee Marsh and Starkweather Creek. Provided initial and recurrent training sessions to ground service employees and contractors with assigned environmental responsibilities.

**Customer Service Agent** 9/2006 – 2/2008  
Booked and modified airline reservations, reissued or refunded tickets, and checked-in passengers and luggage. Provided information regarding fares, ticketing, schedules, flights and travel rules pertaining to luggage, passengers and auxiliary services. Cross-utilized in baggage service office and priority cargo counter.

## **EDUCATION**

**University of Wisconsin - Madison, WI**

Bachelor of Arts 2008

*Majors in International Relations and Political Science*