

Rachel Masselle

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Curious and detail-oriented professional who has a passion for simplifying complex concepts into clear and concise documentation. Highly skilled in collaborating with SMEs and Product Owners to gather and synthesize information into process maps, standard operating procedures, FAQs, and reference documents that have the end user in mind. Seeking opportunities to utilize my strong writing and communication skills in a dynamic technical environment.

Skills

- Project Management
- Teamwork
- Documentation
- Problem Solving
- Change Management
- Development
- Time Management

Experience

September 2020 - Present

Process Engineer, MMIT (Managed Markets Insight & Technology)

- Develop a standard template and best practice guide to maintain consistency and clarity across all documentation
- Conduct thorough research and interviews with subject matter experts to gather procedural information and ensure accuracy of documentation
- Create and curate over 50 documents within the Data Operations Business Operating Manual

April 2017 – September 2020

Digital Data Analyst, MMIT (Managed Market Insights & Technology)

- Extracted, analyzed, and QC'd excel reports and JSON files for over 200 Scrapes
- Optimized workflow to retain 98% completion rate for monthly cycles and weekly updates
- Managed, tracked, and reported on daily metrics to Operations and Senior Managers

August 2016 – April 2017

Digital Entry Specialist, MMIT (Managed Market Insights & Technology)

- Efficiently and accurately inputted data from various sources into company databases
- Collaborated with team members to address data discrepancies and resolve issues

Education

June 2022

Certified Associate in Project Management (CAPM), PMI

June 2014

B.A., English Literature, Elmira College