

# CAROL A. RAUCH

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## OBJECTIVE

To obtain a part-time position involving public contact and customer service in which I may apply my communication, interpersonal, organizational, and computer skills.

## QUALIFICATIONS

- Excellent writer and communicator
- Critical thinker
- Extremely well organized
- Able to provide customer service and interact with diverse population
- Able to set priorities and effectively schedule/manage time

## EMPLOYMENT

- 2005-2008     **Administrative Assistant, The Arc of North Carolina**
- Make hotel reservations and conference registrations
  - Work registration desk at annual convention
  - Copy and distribute training materials
  - Compile payroll and expense reports
  - Submit documentation for bankcard and check reimbursement
  - Organize and maintain files
  - Input data into spreadsheet
- 1999-Present     **Vice President/Property Manager, Rauch Realty, Greensboro, NC**
- Hire and supervise maintenance contractors
  - Collect and deposit rent checks and balance checkbooks
  - Pay common maintenance expenses
  - Bill and collect reimbursement from tenants
  - Pay state and federal payroll taxes
- 1989-Present     **Self-Employed Musician, North Carolina**
- Free-lance Harpist. Provide music for weddings, parties, churches, orchestras, and theater groups.
- 1989-2005     **Vice President, Carolina Camera, Greensboro, NC**
- Maintained Accounts Receivable
  - Compiled daily bankcard and cash deposits
  - Handled correspondence and special billing
  - Negotiated vendor contracts and banking services
- 1983 - 1989     **Food Stamp Eligibility Specialist, Guilford County Social Services**
- Interviewed clients
  - Verified household income and resources
  - Verified work history, household composition, and living expenses
  - Applied guidelines and standards to determine eligibility for food stamps

## EDUCATION

- 1997-2000, M.A. in Liberal Studies, UNC-Greensboro
- 1989-1992, B.A. in Music, Guilford College
- 1977-1980, B.A. in Psychology, UNC-Chapel Hill

## PROFESSIONAL AND COMMUNITY ORGANIZATIONS

- American Harp Society, 1990-Present
- World Harp Congress, 1996-Present
- WOMAN (Women Over 40 Meeting and Networking ), 2000-Present: Treasurer