



Rochelle Richardson-Jacob

Professional Bio

A multi-faceted, creative, efficient and reliable English language, writing, journalism, digital marketing/social media savvy professional with experience in writing, editing, teaching, content marketing and administrative duties looking to leverage this diverse professional background into a new challenging role.

Get in touch!



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Skills

- Social Media Management
- Social Media content creation
- Communication
- Journalistic Writing/Content
- Organization
- Multitasking
- Prioritization
- Technical
- Time Management

Languages Spoken

ENGLISH native
PAPIAMENTO fluent
SPANISH high proficiency
DUTCH intermediate proficiency

Work Experience

Office Coordinator

RE/MAX Aruba | October 2021 - June 2022 [AUA]

- General administrative duties (email, telephone, filing, meeting minutes)
- Coordinated lead assignments for 15 real estate agents
- Creating invoices for each sale and ensuring delivery of sales files to respective notary representatives
- Content creation and social media management for RE/MAX Facebook/Instagram as well as Aruba Island Vacation Rental (AIVR)
- Content creator for monthly newsletter
- Keep sales and rental files up to date
- Coordinate/plan company events

Recovery Officer

New India Assurance | February 2021 - July 2021 [AUA]

- Assisted company with a Recovery Claims project
- Updated 100+ files of recovery cases in order to recover lapsed payments
- Assisted in digitizing all hard copy files into a new app
- Data entry of all hard copy information into the digital app
- Content creator for monthly newsletter

Credit Card Chargeback Administrator

Aruba Bank | February 2019 - October 2019 [AUA]

- Temporary position via Tempo Agency
- Intermediary between local merchants and international issuing banks with regard to chargeback claims
- Formulate case defenses to guarantee chargeback reversals in merchants' favor
- Attend to merchant claims like payment inquiries, account balances, statements
- Responsible for processing files to ensure payment to all merchants

English Teacher

Foundation Catholic Education St. Maarten |

August 2016 - June 2018 [SXM]

- English Language Arts/ESL Teacher for elementary grades 2-6
- Methodically provide resources for lesson plans with curriculum objectives to prepare students for Foundation Based Education (FBE) Exams resulting in a successful pass rate
- Assess progress of +125 students throughout the term
- Meet with school administrators and colleagues in a professional capacity implementing different methodologies improving student participation and elevating performance

Education Administrator/ HS Journalism Teacher

Learning Unlimited Preparatory School | July 2015 - June 2016

[SXM]

Education Administrator

- Provided administrative support to school's headmaster by handling correspondence via phone/e-mail, printing documents, operating office equipment, serving as a point-of-contact for current students and prospective students and their families
- Managed school's accounts payable via Quick Books keeping the school's finances up to date
- Arranged enrollment, managed the wait-list, prospective student coordination (testing, admissions, tours) increasing student enrollment
- Engaged in Human Resources duties managing new hires and served as a point-of-contact for immigration coordination
- Promoted the school through marketing strategies and advertising LU events, news and information locally
- Kept LU community connected by maintaining the school's website, Facebook and Twitter feed
- Managed communication to parents, students, all staff and outside LU community allowing for efficient dissemination of information

Journalism Teacher

- Taught Journalism concepts and techniques for writing for news platforms, both old and new media
- Incorporated new/social media strategies into lesson plans equipping students with the necessary tools to compete in this new age of Journalism
- Advisor for school's first digital newspaper, Griffin Gazette
- Guided a team of 23 Griffin Gazette writers resulting in monthly publications

Info-Tech

- Taught and familiarized middle school students with computer software like MS Word, Excel, etc., internet programs like Prezi, Wix, and Weebly

Journalist

The Daily Herald | April 2012 - June 2013 [SXM]

- Staff journalist for leading newspaper in the North Eastern Caribbean
- Covered local as well as internationally held events for print and digital editions
- Beats: police/uniformed forces, crime, local entertainment, education, service clubs

Academic History

University of Toronto

TEFL Teaching Certificate | January 2014-March 2014 [CAN]

- TEFL Teacher Certified (Teaching English as a Foreign Language)
- Specializations: Teaching English to Young Learners, Teaching Business English

Erasmus Universiteit Rotterdam

Master of Arts (M.A) Media and Journalism | September 2010- December 2011 [NL]

Areas of Concentration: Media, Culture and Society/Media and Journalism

York University

Honors Bachelor of Arts (B.A) English and Communication Studies | September 2005-June 2009 [CAN]

Areas of Concentration: English Literature and Media

Courses/Trainings

Accenture Digital Skills Certificate

November 2018-December 2018 [online]

- Digital Marketing, Social Media and Web Analytics