

KRISTIANA RODRIGUEZ

www.kristianarodriguez.com

COMMUNICATIONS WRITER

Copywriter, editor, and communications writer

Excellent communicator, adaptive writer, and editor. Passionate about assuming ownership, prioritizing projects, and meeting deadlines without losing productivity. Quick learner and active collaborator productive in partnerships with both executives and teammates.

TECHNICAL SKILLS

Microsoft Office (Excel, Word, PowerPoint, Outlook), G Suite (Docs, Sheets, and Slides), Dynamics 365 CRM, Adobe Acrobat, Process Street (business process management), CMOS '17

PROFESSIONAL EXPERIENCE

AQUENT, Remote

2021

Working with Supervision and Controls for an American multinational financial services company.

Business Writer

- Editing and rewriting 40 policies and procedures into 16 documents.
- Targeting language to intended audience. Matching tone of organization without losing compliance and regulatory standards.
- Communicating progress to supervisors suggesting changes for a team of writers to incorporate.

LISTREPORTS, Orange, CA

2020 to 2021

Copywriter

- Delivered image copy and captions for daily social media posts utilized by 250k real estate agents and 9k loan officers nationwide.
- Abridged complex content tailoring copy toward audiences and brand guidelines.

CDF CAPITAL, Irvine, CA

2008 to 2019

CDF Capital offers Church Extension Fund Securities regulated through North American Securities Administration Association Inc.

Technical Writer

2017 to 2019

- Proofread and edited letter of intent templates for grammar, accuracy, and consistency. Recommended copy edits based on industry knowledge.
- Monitored customer communication templates in Microsoft Dynamics CRM, incorporated any updates needed to ensure continued compliance.
- Authored 10+ process documents through Process Street (BPM software) across 2 departments, to contribute to a centralized repository for the company's internal processes.
- Delivered error-free letter of intents to customers. Communicated rates, terms, and contingencies.
- Reviewed title commitments, drafted and edited documents to clear title requirements under tight deadlines.

Senior Investment Servicing Representative**2014 to 2017***Communications and technical writing in a highly regulated environment.*

- Managed 24 large and small projects annually, without sacrificing quality or quantity. Worked with various internal departments to manage projects.
- Wrote customer communications to outline changes in investments or terms for 12k investors and businesses.
- Annually updated financial forms and customer communications, incorporated any changes to investments or IRS regulations. Tracked changes with the marketing department and uploads to web/digital pages.
- Researched compliance regulations, creating documentation, implementation, and annual double check schedule.
- Analyzed large sets of data in Excel. Distilled findings into dynamics reports for presentations.
- Worked with the marketing department to establish annual review of internal and external customer forms across departments.

Investment Servicing Representative I-III**2008 to 2013**

Processed daily investment work for 12K investors totaling \$600m in debt securities.

- Established quality assurance program for Investment and IRA departments by designing and scheduling annual review of 14 customized reports.
- Managed \$212M in annual certificate sales and cash redemptions, opening 100% of new investments accurately and efficiently.

ADDITIONAL RELEVANT EXPERIENCE**LAGUNA BEACH BOOKS**, Laguna Beach, CA
Operations Manager**EDUCATION****Bachelor of Arts (BA)**, English Literature, Hope International University, Fullerton, CA**ACTIVITIES**

- Book reviewer with NetGalley