

Rehann Rheel

Detail-oriented technical writer with over six years of experience in writing, editing, and project management at BPMI. Eager to use skills and passion for writing to deliver high-quality documentation.

EXPERIENCE

BPMI – Senior Technical Publications Professional

March 2017 – Present | Pittsburgh, PA

- Use writing and editing skills to publish digital and hard copy manuals.
- Act as Project Lead for manual distribution system.
- Collaborate with team to develop new distribution module that increases usability and efficiency.
- Review engineering letters to ensure grammatical accuracy, as well as compliance to manual procedures.
- Maintain procedure documentation for technical manual publication processes.
- Perform other duties, including creating a unit SharePoint site and training fellow TPPs.

EDMC – Transfer of Credit Coordinator

August 2015 – March 2017 | Pittsburgh, PA

- Evaluated customer transcripts efficiently and accurately for transfer of credit.
- Managed the department workflow to ensure even distribution of incoming requests.
- Analyzed data for quality control purposes.
- Responded to inquiries from internal customers.

EDMC – Enrollment Services Specialist

August 2014 – August 2015 | Pittsburgh, PA

- Compiled admissions packets and processed adjustment forms per customer requests.
- Conducted quality assurance evaluations of teammates to enhance unit performance.
- Responded to inquiries and requests from internal

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[My Portfolio](#)

TECHNICAL SKILLS

Microsoft Office
Google Suite
Bluebeam Revu
CMS (PLM)
HTML and CSS
Visual Studio Code
Canva
SharePoint
Windows and Mac

HONORS & AWARDS

Recognition Award | 2022

Acted as mentor to new TPPs.

Strategic Performance Award | 2021

Led development of updated and user-friendly design of distribution system.

Recognition Award | 2019

Developed large-scale recommendation for TM distribution.

Recognition Award | 2019

Issued comprehensive update to operating instruction.

EDMC Recognition Award | 2017

Teamwork and Collaboration

EDMC Recognition Award | 2016

Teamwork and Collaboration

EDMC Certificate | 2016

Transfer of Credit Certification Exam

Burns & Scalo Award | 2013

Live Forward Challenge

- customers.
- Increased subject matter expertise to include a second college.

Burns & Scalo – Client Services Coordinator

March 2013 – August 2014 | Pittsburgh, PA

- Designed, developed, and wrote content for the company newsletter.
- Interfaced with customers and responded to their incoming service requests.
- Created training procedures and templates to improve onboarding of new teammates.
- Trained new team members in Client Services role.
- Created invoices, called on collections, and performed other AR tasks.

Burns & Scalo – Receptionist

July 2012 – March 2013 | Pittsburgh, PA

- Created social media content, press releases, and the company newsletter.
- Directed incoming calls to the appropriate department.
- Entered incident reports into insurance claim site and kept up-to-date files on each claim.
- Sorted mail, ordered office supplies, and performed other administrative duties.

EDUCATION

Chatham University | December 2021

Pittsburgh, PA

Master of Professional Writing – GPA 4.0

York College of Pennsylvania | May 2012

York, PA

Major: Professional Writing – Summa Cum Laude