

Rachel Watts

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Creative, curious & detail-oriented facilitation and communications professional excited about an opportunity in English education that equips and encourages students to engage thoughtfully and live faithfully.

EDUCATION

KENNESAW STATE UNIVERSITY, Radow College of Humanities and Social Sciences

December 2021

Bachelor of Arts, English

- Minor: Professional Writing
- Honors Research Scholar and Graduate
- Cum Laude

EXPERIENCE

CHICK-FIL-A, INC.

August 2022 - Present

Talent Development Program

August 2022 - Present

- Facilitate content across 9 Learning Programs impacting Chick-fil-A internal staff, Operators, and restaurant professionals
- Train and consult as Subject Matter Expert on restaurant operations, procedures, and business practices
- Research, develop, and deliver curriculum and programs catered to various audiences
- Receive and implement feedback from training programs to iterate and improve program impact

New Operator Training Learning Design

September 2024 – Present

- Design curriculum and Facilitator Guides alongside Learning Designer to ensure effective delivery
- Audit and consult on Facilitator Guides to best serve program goals

New Operator Training Liaison

November 2023 - Present

- Equip Talent Development Program participants with the information & resources to train new Chick-fil-A Operators on restaurant-focused content as part of the Fundamentals learning program
- Coach new TDP in-field on how to train effectively, cater content to their audience, and apply feedback
- Work with the Program Team to coordinate in-field logistics for up to 18 trainers and up to 28 Operators
- Represent restaurant perspective to the Program Team through a redesign, consulting with the Learning Designer on accuracy and feasibility of new content and training methods

Lifeshape Communications

April 2024 – September 2024

- Completed a full audit of constituent-facing communications, providing recommendations for clarifications, rewrites, and updates to re-align with Lifeshape's vision
- Worked with Lifeshape's Communications Manager on projects including: an updated brand messaging system and content rewrites on Lifeshape's website
- Developed presentations, wrote staff communications, and collaborated on strategy

New Staff Onboarding Partner

December 2022 – November 2023

- Researched and developed expertise on topics across the business to facilitate to over 500 New Staff
- Owned communications between Operators and onboarding team for new staff's in-restaurant experience
- Developed ongoing Operator communications strategy and created systems and resources for future communications
- Coordinated with Operators and Operator consultants to double Operator host restaurants for the in-restaurant experience, from 17 to 34

International Restaurant Design Communications

June 2023 – September 2023

- Developed executive-level presentation and 1-page program summary to increase awareness around the purpose and work of the International Restaurant Design Team, for internal and external stakeholders
- Collaborated with the International Restaurant Design team to create a strategy to increase internal awareness around their program

CHICK-FIL-A | Outlet Shoppes at Atlanta

August 2017 – August 2022

Director of Organizational Growth

October 2021 – August 2022

Manager, Assistant Manager, Supervisor, Team Leader, Team Member

August 2017 – October 2021

SKILLS & INTERESTS

Skills: Teaching, Facilitation, Project Organization & Execution, Copyediting, Technical Writing, Research

Software: Microsoft Suite, including PowerPoint, Word, and Excel; Smartsheet; Canva; Mailchimp; Wix

Volunteering: Children's Ministry Teacher, Small Group Leader, Summer Camp Counselor (Faith Community Church)

Interests: Voracious Reader, Aspiring Inkling, Nature Lover and Word Obsessed