

RHIANNE B. JANOVICH

ENVIRONMENT & SUSTAINABILITY

Dynamic – Charismatic – Reliable

Solutions-focused professional with 11 years of experience in customer-facing office administration and five years of experience in sustainability-focused outreach. Dedicated to fostering collaboration, effective communication, and achieving optimal outcomes while supporting inclusivity in the workplace.

Educational Experience

- ❖ **Bachelor of Applied Sciences in Sustainable Practices** – *Cascadia College* June 9, 2023
- ❖ **Associate of Arts** – *Shoreline Community College* June 19, 2021

Current Employment and Skills

Contract Manager: WM (Waste Management) (2025 – Present)

- Manage contracts by maintaining relationships, overseeing terms, implementing price changes, and handling extensions to fulfill contract and service requirements.
- Enhance customer satisfaction through community involvement, including attending events, meetings, and engaging with media.
- Coordinate with internal departments to meet service and contract expectations.
- Structure and present educational outreach experiences in-person and virtually. Content: sustainability, recycling, composting, resource management and promoting WM services as a leading waste hauler.
- Develop strategies to expand service offerings and increase revenue from existing contracts. Demonstrate awareness and sensitivity to the needs of diverse groups of customers and city staff.
- Build partnerships with elected officials and stakeholders to generate positive community impact.
- Support political strategy development and stay informed on community political activities and needs.
- Lead bid response efforts, including pricing analysis and preparing required documentation.
- Collect and report on data analysis for various projects, contracts, RFPs to support internal growth and to meet customer needs. Proficient with Excel and Microsoft Office Suite.
- Correspond with colleagues and customers promptly and professionally via phone, virtual meetings, and email.

Summary of Skills

- ✓ **Technically proficient:** Administration skills with Outlook, Microsoft Office Suite, Mac and PC applications. Proficient with Canva, Zoom, Eventbrite, Mailchimp, WordPress, and Social Media applications.
- ✓ **Intuitive communicator** with a talent for establishing rapport with people from all walks of life. Excellent written and verbal communication skills. Creates positive educational interactions with community.
- ✓ **Organized and detailed** with the capacity to multitask and perform independently in a fast-paced environment.
- ✓ **Justice, Equity, Diversity, and Inclusion:** Supporting inclusion in the workplace and community or industries at large. Experience serving on DEI committees and fostering educational dialogue among peers.
- ✓ **Thrives in a team-setting** and enjoys working with others toward a common goal.

Relevant Career Path

- **Outreach Coordinator:** WM (Waste Management PNW) FTE. (2022–2025)
- **Administrative & Educational Coordinator:** 21 Acres Center for Sustainable Living. FTE. (2019 – 2022)
- **Patient Services Representative:** UW Medicine. Part time and full-time employment. (2017 – 2019)
- **Administrative Receptionist:** Dreamclinic Massage. Part time and full-time employment. (2016 – 2018)