

Rita Sporleder

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Arlington, VA

Ten plus years experience in congressional, private, and legal fields. Open to working in person. Developed and built working relationships with constituents. Seeking to work for profit or non-profit organizations, with an emphasis on customer service and dedication to company goals and objectives.

PROFESSIONAL EXPERIENCE

Leadership Institute - Campus Reform Assignment Editor

12/2022 – 4/2023

- Managed over 50 college students and assigned daily writing topics.
- Scheduled over 45 office hours for students, communicated with higher education fellows to arrange meetings. Kept track of office hours meetings and sent a monthly report to vice president and editor in chief.
- Handled several communication apps to ensure smooth transition of assignments.
- Collaborated with editorial team and attended daily meetings to discuss student pitches.
- Coordinated with the senior editor to ensure that approved stories were given to the correct correspondents.
- Followed up with correspondents on questions about their assigned articles. Responded to tips, emailing to obtain more information.
- Tracked editor in chief's mock interviews conducted with correspondents and added to database.
- Supervised and assigned tasks to Campus Reform's intern. Collaborated with intern to ensure that goals were met.
- Processed payments for students using the correct category of payment for the various tiers.

Aptive Resources Consultant

10/2021 – 09/2022

- Collaborated with the project communications lead on various assignments including the development of messaging to support the Knowledge Management System (KMS) and the transition from a business line library to an authoritative source of record for identifying, archiving, and sharing information enterprise wide.
- Assisted the implementation of a Knowledge Management System (KMS) through the identification and transitioning of files from a Teams location to the KMS on SharePoint.
- Researched and compiled Department of Veteran Affairs key contacts in spreadsheet format.
- Edited and proofread documents, including a Veterans Administration Governance Handbook, Directive and Council Charters.
- Scribed formal meeting minutes for various executive level forums to include the Secretary of the Department of Veterans Affairs, (SECVA) documenting in detail topics, outcomes, and action items.
- Facilitated communications for the Office of Enterprise Integration within the Department of Veteran Affairs.

Cushman & Wakefield Leasing Consultant

11/2020 – 06/2021

- Executed new leases, corresponded with new residents, coordinated move in date and prepared notices to vacate.
- Utilized multi-housing software in various capacities, ran background screenings and credit checks.
- Supported office team at apartment property, answered leasing questions, updated records, and filed paperwork.
- Communicated effectively with residents, oversaw complaints and fielded questions for management.

J Williams Staffing Leasing Consultant (Temp Position)

08/2020- 10/2020

- Consulted in leasing over 30 contracts for property and viewings for 80 potential tenants during busy rental season.
- Ensured the quality and upkeep of over 300 units while maintaining communication with property management and clients. Responsible for streamlining Yardi software and integrating data for work-center communications affecting four employees.
- Fielded over 300 property inquiries via telephone and e-mail, providing customer service and data call inputs to the public. Specialized in showing and leasing properties while providing excellent customer service.

**U.S. Department of Health and Human Services, Office for Civil Rights
Consultant (Contractor) Washington, DC**

09/2018-12/2019

- Reviewed and redacted 800 Freedom of Information Act (FOIA) documents using Express license in order to send to requesting entities.
- Processed intake of 300 new cases, preparing letters of acknowledgment and sent responses to complainants.
- Assembled over 50 trackers for statistical reports logging and agency data calls.
- Researched five high-volume documents to report findings to eight federal attorneys.
- Communicated with 25 complainants to schedule meetings and synchronized information sharing.
- Assisted with research and preparation of three new federal regulations at the Office for Civil Rights.
- Provided over 300 daily activity reports to the Office for Civil Rights Chief of Staff and corresponding 12 team members.

**Office of Jeff Fortenberry, U.S. House of Representatives, Nebraska's 1st District
Staff Assistant –Washington, DC**

09/2017-09/2018

- Managed front office, fielded over 1000 calls, and submitted constituent comments into Internet Quorum database.
- Staffed Congressman Fortenberry's weekly constituent meet and greet events, assisted team with multiple office projects.
- Organized over 300 tours at six Washington, DC tour sites and federal agency venues for constituents.
- Compiled 1000 pieces of hard mail, emails, and constituent comments.
- Maintained staff requests, coordinated parking plan, filed committee notes and congressman's personal paperwork.
- Wrote over 30 official thank you letters for Congressman Fortenberry after important meetings.

**Office of Duncan Hunter, U.S. House of Representatives, California's 50th District
Constituent Services Representative – El Cajon District Office**

09/2014-08/2017

- Managed over 200 congressional inquiries for constituents. Contacted the following federal agencies on behalf of constituents: Health and Human Services, United States Postal Service, Social Security Administration, Housing and Urban Development, Centers for Medicare and Medicaid, Federal Communications Commission, Federal Trade Commission.
- Organized and managed Congressional Art Competition and Congressional App Challenge.
- Managed 200 confidential records in Internet Quorum database, courteously took over 900 incoming calls, and greeted many visitors to office, met with local organizations to discuss legislative requests.
- Represented Congressman Hunter at monthly education and workforce committee meetings.
- Liaised with federal, district, and local agencies on behalf of the member, facilitated referrals to appropriate state, county and local officials.

**Higgs, Fletcher and Mack, LLP
Case Assistant and Clerical Assistant**

04/2013-08/2014

- Supported fast paced family law group of four attorneys, scheduled over 25 client appointments, managed lead attorney's calendar on daily basis.
- Assisted team with depositions, trial preparation and court filings.
- Prepared over 75 client files in advance of trial, depositions, and over 40 court filings.
- Updated over 50 case files daily for court appearances and provided valuable support to team and worked quickly in high pressure atmosphere in a professional manner.

EDUCATION & TRAINING

**University of San Diego Paralegal Program, Certificate
Franciscan University of Steubenville, B.A.**

08/2012

05/2011

KEY SKILLS

Word| Excel | PowerPoint | LexisNexis| Internet Quorum| Public Speaking| Customer Service | Research| Analysis| Collaboration| Adaptability| Multitasking| Dedication| Attentive Listening| Positive Attitude | Empathy