

Kristen Bianchi

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Hardworking, empathetic, detail-oriented worker seeking new opportunities to grow and advance. Always tries to exceed expectations, providing outstanding customer satisfaction, and ensure supervisors, colleagues, and customers consistently have a great experience with each encounter. Consummate team player who can quickly attain independence. Ensures work is completed in a timely manner with quality and integrity. Fast learner who loves opportunities for advancements and greater responsibilities on the job.

ATTRIBUTES

Teamwork
Multitasking
Organization
Customer Service
Communication
Leadership
Patience and Empathy

CERTIFICATIONS

Google Data Analytics Certification
Early Childhood Certification (40 credit hours)
- Florida Department of Children and Families

SKILLS

R Studio	Excel	Microsoft OS
SQL(BigQuery, PostgreSQL)	PowerBi	
Python	Tableau	

EDUCATION

2014-2019 Bachelor of Arts, General Studies (Focus in Psychology)
Charles E. Schmidt College of Science
Florida Atlantic University, Boca Raton, FL

EMPLOYMENT HISTORY

Personal Assistant, Deerfield Beach FL (July 2022- Present)

- Use Excel to create client's weekly schedule
- Make phone calls and send emails to setup/confirm appointments
- Pay client bills
- Complete client's grocery shopping
- Research and organize to get client desired vacation plans

Deli Production Specialist, Publix, Delray Beach FL (October 2021- July 2022)

- Responsible for ordering meats, cheeses, and other perishable supplies for department
- Prepare deli grab and go items and specialty platters ordered
- Check deli inventory and order supplies as needed
- Responsible for taking customer platter orders and fulfilling online orders in a timely manner
- Ensure deli sales floor is fully stocked and organized
- Responsible for training new employees
- Assist associates at the substation, hot case, and meat/cheese sections
- Provide over the phone customer service by answering inquiries and taking orders

- Ensure Boar's Head fresh slice cooler is always filled in accordance with their company standards

Assistant Teacher, Chesterbrook Academy, Coconut Creek FL (September 2020- September 2021)

- Assist head teacher in lesson planning, filing students' work, helping students complete their projects
- Ensure safety and health of students
- Keep a clean and safe environment for students to socialize and learn in
- Teach students proper social skills, behaviors, and manners
- Go over numbers, letters, days of the week, seasons, months, and weather in daily circle time
- Conduct group games and learning activities

Usher/Box Office/Guest Service, Cinemark Palace 20, Boca Raton FL (November 2014- March 2020)

- Provide reliable information to improve theater experience
- Direct guests to appropriate auditorium and seating, inform guests of movie times and duration, and offer special assistance when necessary
- Swiftly and accurately keep the lobby, hallways, restrooms, and auditoriums organized and sanitary for guests' convenience and safety
- Train new employees to perform usher duties to highest standards
- Assist management in resolving a variety of customer issues

Busser, Mariposa, Boca Raton FL (January 2018- August 2018)

- Provided efficient and professional dining service in upscale restaurant during high traffic lunch service.
- Assisted in maintaining dining room cleanliness by efficiently clearing and cleaning tables
- Prepared private party room to requested specifications

Cashier/PetCare, PetSmart, Boca Raton FL and Delray Beach FL (August 2016- December 2017)

- Provided a swift checkout for customers and properly bagged their items
- Effectively performed merchandise refunds, exchanges, and rainchecks
- Ensuring animals have fresh food and water, with upkeep habitats

Cashier, Winn Dixie, Boca Raton FL (October 2013-November 2014)

- Informed customers of location of sought products
- Asked customers about their shopping experience
- Solved issues in pricing and/or sales

REFERENCES AVAILABLE UPON REQUEST