

# Kristen Bianchi

West Palm Beach, FL 33413

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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**