

Kristen Bianchi

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Results-oriented professional with a keen eye for detail and a passion for delivering exceptional outcomes. Committed to exceeding expectations, I consistently deliver high-quality work to ensure a positive experience for supervisors, colleagues, and clients. Known for efficiency, integrity, and a collaborative spirit. A quick learner who thrives on challenges and is eager to contribute to a dynamic work environment, taking on increasing responsibilities.

ATTRIBUTES

Teamwork
Multitasking
Organization
Communication
Customer Service
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)

- Utilize Excel proficiency to meticulously devise and manage clients' weekly schedules, optimizing for efficiency and coherence.
- Initiate and oversee telephone and email communications to arrange and confirm appointments, prioritizing timely and effective client engagement.
- Execute precise management of client bills, ensuring timely payments and maintaining a meticulous financial record.
- Provide personalized grocery shopping services, catering to clients' specific preferences with a focus on quality and attention to detail.
- Conduct thorough research and organization to craft tailored vacation plans, exceeding client expectations and delivering an exceptional and customized travel experience.

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

- Responsible for ordering meats, cheeses, and perishable supplies, ensuring adequate inventory and freshness.
- Prepare deli grab-and-go items and specialty platters with a focus on quality and presentation.
- Monitor deli inventory and proactively order supplies to maintain seamless operations.
- Manage customer platter orders and fulfill online requests promptly, ensuring a positive customer experience.
- Ensure the deli sales floor is consistently stocked, organized, and visually appealing.
- Train new employees to contribute to a cohesive and knowledgeable team.
- Assist associates at various sections, fostering a collaborative work environment.
- Provide excellent over-the-phone customer service by addressing inquiries and processing orders efficiently.
- Maintain the Boar's Head fresh slice cooler in line with company standards for presentation and stock levels.

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

- Assist the head teacher in lesson planning, student work filing, and project completion to enhance overall classroom effectiveness.
- Prioritize and ensure the safety and health of students, creating a secure environment conducive to learning.
- Maintain a clean and safe space for students, fostering an optimal setting for both socialization and education.
- Instruct students in proper social skills, behaviors, and manners, contributing to their holistic development.
- Lead daily circle time activities covering numbers, letters, days of the week, seasons, months, and weather to facilitate foundational knowledge.
- Conduct group games and learning activities, fostering an interactive and dynamic learning environment.

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

- Deliver accurate and reliable information to enhance the overall theater experience for guests.
- Direct guests to their designated auditorium and seating, communicate movie times and duration, and provide special assistance as needed to ensure a seamless and enjoyable visit.
- Swiftly and accurately maintain the cleanliness and organization of the lobby, hallways, restrooms, and auditoriums, prioritizing guest convenience and safety.
- Spearhead the training of new employees in usher duties, ensuring adherence to the highest standards of service and professionalism.
- Collaborate with management to address and resolve a diverse range of customer issues, contributing to a positive and customer-centric atmosphere.

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

- Delivered efficient and professional dining service in an upscale restaurant, particularly excelling during high-traffic lunch periods.
- Played a key role in upholding the dining room's high standards of cleanliness by adeptly clearing and cleaning tables with precision and efficiency.
- Skillfully prepared the private party room according to specified requirements, ensuring a tailored and memorable experience for guests.

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

- Provided prompt and efficient checkout service for customers, skillfully bagging items to ensure a seamless and positive shopping experience.
- Proficiently handled merchandise transactions, including refunds, exchanges, and rainchecks, contributing to effective customer satisfaction and service resolution.
- Ensured the well-being of animals by maintaining fresh food and water, and consistently upkeeping their habitats to the highest standards of care.

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

- Proactively informed customers about the location of sought-after products, providing a helpful and efficient shopping experience.
- Engaged with customers to inquire about their shopping experience, demonstrating a commitment to ensuring satisfaction and continuous improvement.
- Skillfully resolved issues related to pricing and sales, showcasing a proactive approach to addressing customer concerns and ensuring a smooth shopping process.

REFERENCES AVAILABLE UPON REQUEST