**Kristen Bianchi**

**West Palm Beach, FL 33413**

**(561) 251-0339**

**KLB8116@gmail.com**

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 CERTIFICATIONS**

Teamwork Google Data Analytics Certification

Multitasking Early Childhood Certification (40 credit hours)

Organization - Florida Department of Children and Families

Customer Service

Communication **SKILLS**

Leadership R Studio Excel Microsoft OS

Patience and Empathy 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 upkept 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**