BITA BIRGANI

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Professional Summary

Forward-thinking professional with a deep understanding of resolving customer problems with efficiency and civility. As well as a dedication and capability of increasing productivity through close analysis of executive tasks. Is able to perform critical design reviews of proposed final products, applying necessary business goals and regulatory requirements to any prototypes or projects. And has a proven history of quick comprehension for previously unknown functions in order to increase customer satisfaction.

Skills

- ♦ Team Leadership
- ♦ Verbal Communication
- ♦ Bilingual
- ♦ Problem Solving
- ♦ Coding skills in C++, Python, & Java

Experience

Barista, 01/2018 - 08/2019

Starbucks - Bloomington, MN

- ♦ Addressed and resolved customer concerns by problem-solving in order to maintain brand loyalty.
- ♦ Maintained a clean and organized workspace, enabling coworkers to locate resources and products.
- ♦ Protected store assets and facilities by ensuring compliance with company policies and procedures.

Beauty Advisor: Lead Cashier, 03/2021 - 11/2021

Ulta Beauty - Richfield, MN

- ♦ Top performer in the region for loyalty and credit conversion and was promoted to lead cashier within 3 months.
- ♦ Stayed up-to-date on current and emerging trends to increase professional value and meet diverse client needs.
- ♦ Analyzed staff's progress at each session, making unique recommendations that increased effectiveness of sales goals.

Beauty Advisor:, 11/2021 - 02/2022

Sephora - Edina, MN

- ♦ Scheduled appointments for customers using an internal software system.
- ♦ Kept notes listing preferences and services provided to clients for quick reference.
- ♦ Built and deepened productive and positive customer relationships with high-quality service and focus on gaining loyalty.
- ♦ Provided leadership and direction for clients, as well as supervising activities to drive productivity and efficiency.

Education

Thomas Jefferson High School: Bloomington, MN

High School Diploma: June 2019

- ♦ Graduated top 10% of class
- ♦ Graduated with honors and a GPA of 3.85

University of Minnesota: Minneapolis, MN

Undergraduate in Computer Engineering

- ♦ Accepted into the school of Science and Engineering
- ♦ Participated in project requirement reviews, contributing to logistical planning tasks and other technical forecasts.
- ♦ Currently enrolled