

Bianca Kolendo

Austin, TX USA

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🌐 <https://biancakolendo.wixsite.com/welcomehome>

Soft Skills

Adaptability
Attention to detail
Collaboration
Communication
Curiosity
Critical Thinking
Research + analysis
Time Management

Industry Skills

Wireframing
Prototyping
User testing
UX writing
Development + coding

Tools

Figma
Adobe CS
Confluence
LucidChart
Harmony

Education

CareerFoundry

June 2021
UX Design Bootcamp

George Mason

January 2012
BFA - New Media Art
Tau Sigma Honor Society

Northern Virginia Community College

August 2007
AAA - Fine Arts

indeed.com

Austin, TX

Search Quality Operations

Learning & Development Team Lead 4/16/2018 - Current

Mentored, coached, and provided career support to direct reports
Created internal career pathing and education opportunities
Designed and supported global onboarding for 15 teams
Initiated partnerships to create company-wide policy education
Designed internal, analyst led, skill sharing program
Supported Ops needs as Level 1 JIRA + Confluence admin
Administrator and global educator for internal rule webapp
Worked with Engineering to improve + develop internal products
Developed and launched external, automated client messaging

Senior Analyst 1/28/18 - 4/15/18

Analyst 2/4/16 - 1/28/18

Moderator 5/18/15 - 2/3/16

Represented the department globally to increase transparency
Evaluated content from internal and external teams for accuracy
Built review process for ops workflows, requiring significant attention to detail
Measured and suggested solutions to internal process inaccuracies
Front line for job visibility with strong understanding of policy

Epiq Systems

Beaverton, OR [503] 350-5800

Claims Department

Lead 06/01/14 - 02/20/15

Maintained 91.5% billable time for up to 20 analysts, reducing expenses by \$468,000

Acted as temporary Supervisor for three month term

Ran reports, compiled data, and prepared assignments daily

Trained, supported, and acclimated new employees to a computer focused environment

Worked with stakeholders to improve processes and productivity

Specialist 02/03/14 - 06/01/14

Analyst (Temp. Staff through Adecco) 07/24/13 - 02/03/14

Assisted leads and supervisors with trainings, questions, and client requests

Verified and determined status' of claims for multiple cases