

**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 University

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

##### Communications & Development Team Lead 4/16/2018 - Current

Mentored, coached, and provided career growth 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  
Collaborated with Engineering to improve and develop internal products  
Developed and launched an external, automated client messaging system

##### 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 through training  
Evaluated content created by 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  
Acted as front line for job content 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 5~20 analysts, reducing expenses by \$468,000  
Acted as temporary Supervisor for three month term  
Ran reports, compiled data, and prepared diverse assignments for the team daily  
Trained and acclimated new employees to a computer focused environment  
Collaborated with supervisors and CS to improving 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