

## Bianca Kolendo

Austin, TX USA

✉ [biancakolendo@gmail.com](mailto:biancakolendo@gmail.com)

🌐 <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  
HTML

### 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 with trainings, questions, and requests

Verified and determined status' of claims for multiple cases