



# michael bianchi

aspiring barista and  
coffee expert

## profile

I am an enthusiastic IT professional with a passionate love for coffee interested in transitioning into the professional world of coffee. My long-term goal is to offer matchless coffee, beautiful presentation, and welcoming customer service to inspire others to love coffee as I do.

## interests

- Coffee
- Web development
- Graphic design
- Cooking
- Origami
- Juggling

## contacts

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 [fb.me/michaeldbianchi](https://fb.me/michaeldbianchi)

## international experience

### vagabond

[wanderbydesign.co](http://wanderbydesign.co) | jul 2016 - present

- Conversed with locals and other travellers to pass the time, develop long-lasting connections, and witness the differing backgrounds and values we all have
- Self-hosted, developed custom front end design, and copywrote for my shared personal travel blog, [wanderbydesign.co](http://wanderbydesign.co)

### international student

早稲田大学 / Waseda University | sep 2012 - feb 2013

- Enhanced Japanese language skills by participating in language intensive program and living with a host family
- Studied business, international relations, and culture academically and observationally

## work experience

### technical services representative

Epic | jun 2014 - jun 2016

- Provided excellent, dedicated customer service in the software industry for three large healthcare organizations both in the US and internationally

### kitchen worker

The Pause Pizzeria (St. Olaf College) | sep 2011 - may 2014

- Worked closely with co-workers in a small work environment with minimal supervision.
- Acquired communication and customer service skills while working in a fast-paced work setting.

## education

### bachelor of arts in economics and asian studies

St. Olaf College | sep 2010 - may 2014

GPA: 3.51

## skills

### Coffee-related

- Substantial knowledge of the production, roasting, and preparation of coffee
- Limited informal barista training over 2-weeks in Cusco, Peru
- Well-versed in the world of manual brewing methods
- Limited experience with home roasting of coffee

### Other

- Six years of experience offering both dedicated and high-volume customer service
- Experience with Server and Website development
- Limited working proficiency in Japanese and Spanish