

Christine Andreola

📍 81355 N Dearborn St
Chicago, IL 60610

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com

☎️ 608-921-2357

🌐 [LinkedIn](#)

SKILLS

Customer Service

Team Building

Self-Motivated

Goal-Oriented and
Ambitious

Quick Learning

ACHIEVEMENTS

Real Estate License

References available upon request

TECHNICAL WORK EXPERIENCE

TECHNICAL PRODUCT ANALYST May 2023 - Present

TECHNICAL ANALYST May 2022 - May 2023

ITS SUPPORT TECHNICIAN May 2021 - May 2022

Moody Bible Institute's ITS department

Technical Product Analyst

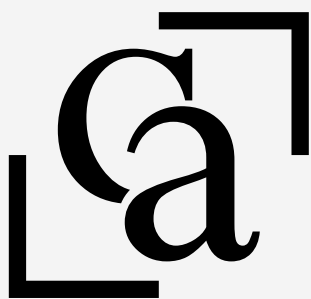
- Testing
 - Lead testing strategy for development project tickets
 - Test for bugs on fixes and enhancements on different testing environments including QA
- Communicate
 - Communicate between the Marketing and Development teams to provide a technical understanding on how to solve bugs and create enhancements.
- Documentation
 - Manage onboarding documentation strategy for training new team members
 - Create documentation for onboarding team members
- Training
 - Train onboarding team members on the deployment process, testing strategy, and more.
- Knowledge
 - Knowledge in the following software systems: Jira, CMS, Airtable, and GA4

Technical Analyst


- Report and assist
 - Report to the Technical Product Analyst and assist in testing
 - Assist in development of an app that provides assistance when testing
- Learn
 - Learn and develop skills such as html, css, & javascript

Support Technician


- End-User Support
 - Provide first-line support to end-users, resolving hardware, software, and connectivity issues promptly
 - Assist users with IT-related inquiries, offering guidance and solutions
- Technical troubleshooting
 - Diagnose and trouble shoot hardware and software problems, ensuring timely resolution



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CLIENTEL WORK EXPERIENCE

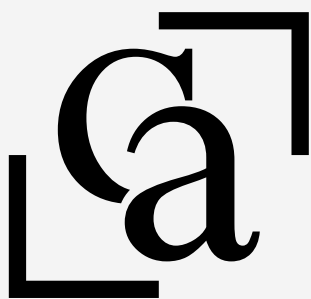
IN-HOME CAREGIVER

Oct. 2019 - May 2021


Home Instead / Comfort Keepers

- Personal Care
 - Assist clients with activities of daily living including bathing, grooming, dressing, & toileting
 - Provide assistance with mobility & transfers
- Companionship
 - Foster a positive and supportive environment through meaningful conversations and companionship
 - Accompany clients on walks, outings, and appointments
- Medication reminders
 - Administer medications as prescribed by the healthcare team
 - Monitor and document medication intake according to establish protocols
- Meal Preparation
 - Plan and prepare nutritious meals based on clients' dietary needs and preferences
 - Assist with feeding as necessary
- Housekeeping
 - Perform light housekeeping duties including laundry, vacuuming, and tidying living spaces
 - Ensure a safe and clean environment for the client
- Communication
 - Maintain open communication with the client's family and healthcare team
 - Provide updates on the client's well-being and any changes in their condition
- Record Keeping
 - Keep accurate records of care provided, including daily activities, medications administered, and any notable observations.


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SERVING WORK EXPERIENCE

BARISTA

May. 2018 - May 2019

Starbucks

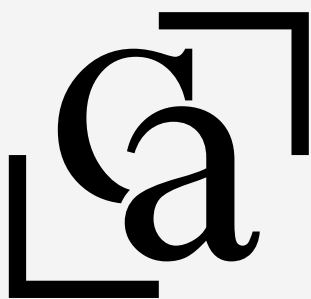
- Customer Service
 - Greet & Interact with Customers
 - Take Customer Orders & ensure a positive experience
 - Demonstrate knowledge of Starbucks products and drinks
- Coffee Preparation
 - Prepare a wide variety of drinks
 - Operate espresso machines
 - Ensure quality consistency within drinks
- Cash Handling
 - Accurately handle cash payments, including POS system
 - Provide correct change
- Store Maintenance
 - Maintain a clean and organized work environment
 - Restock and replenish coffee
 - Follow health and safety guidelines
- Team Collaboration
 - Work collaboratively with team members to ensure a smooth operation during peak hours
 - Communicate effectively with team members and management
 - Contribute to a positive and inclusive team culture

SALES REP


Summers of 2015-2017

Cornellier Fireworks


- Customer Service
 - Greet & Interact with Customers
 - Assist customers in selecting the right fireworks for their celebrations based on their preferences and budget
 - Share knowledge about different fireworks products
- Sales and Promotion
 - Actively engage in promoting and selling fireworks
 - Provide info on promotions, discounts, and bundle deals
 - Maintain a thorough understanding of current promotions and product inventory
- Cash Handling
 - Process Customer Transactions accurately
 - Handle cash and provide change with precision
 - Maintain cash register integrity and adhere to cash handling policies
- Product knowledge
 - Stay informed about the features and specifications of various fireworks products
 - Address customer inquiries regarding availability, performance, and pricing.



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EDUCATION HISTORY

BA in Communications

Aug 2019 - May 2023

- Emphasis in Marketing, Media Strategies, and multimedia storytelling
 - Developed a solid foundation in marketing principles, strategies, and consumer behavior
 - Gained practical experience in creating and implementing marketing campaigns to reach target audiences effectively
 - Acquired skills in digital marketing, including social media management, content creation, email marketing.
- Videography
 - Received hands-on training in video production
 - Developed proficiency in video editing software creating visually compelling and engaging content
 - Studied storytelling techniques to effectively convey messages through video storytelling
 - Applied videography skills to enhance marketing campaigns and promotional materials
- Communication Skills
 - Honed written and verbal communication skills through coursework, presentations, and collaborative projects
 - Applied communications theories to create persuasive messages and marketing materials
- Project Management
 - Participated in group projects and campaigns, gaining experience in project coordination and collaboration
 - Applied project management principles to ensure the successful execution of projects.
- Internship Experience
 - Completed an internship in marketing and videography applying theoretical knowledge to real-world scenarios