Kelsey Berta

[kelseyberta@gmail.com](mailto:kelseyberta@gmail.com) l 973-219-4080

Roxbury, NJ 07852

Education

Brigham Young University – Idaho – Rexburg, ID Expected Graduation: 7/2025

Bachelor Of Science – Financial Economics

Professional Summary

Detail-focused Data Analyst with knowledge in data warehousing, process validation and business needs analysis. Proven to understand customer requirements and translate into actionable project plans. Dedicated and hard-working with passion for Big Data. Productive Bakery Clerk well-versed in providing personable service and meeting customer expectations. Committed to contributing to dynamic bakery team. Meticulous Bakery Clerk illustrating demonstrated success in assisting with bakery preparation of bread, pastries and other baked goods. Thorough understanding of bakery operations, including food and kitchen safety, custom order management and excellent customer service.

Skills

* Sales transactions
* Hospitality service expertise
* Food handling safety
* POS system experience
* Customer satisfaction
* Menu memorization
* Food preparation and safety
* Organization
* Bakery equipment knowledge
* Point of sale operation
* Data validation
* Data Formatting
* Data Analysis
* Business Needs Analysis
* Project Management

Work History

**Bakery Worker** – Joseph Stango – Succasunna, NJ 10/2020-Current Full-Time

* Decorated and merchandised quality bakery goods to build business reputation and revenue base.
* Provided superior customer service to promote guest satisfaction, brand loyalty and consistent revenue.
* Helped customers locate ideal menu items by listening to needs and recommending specific products or services.
* Assisted bakers with procuring necessary ingredients from inventory area during high-volume periods with demanding order levels.
* Arranged bakery displays to showcase baked goods, cakes and pies to drive product sales.
* Offered immediate assistance and menu advice to guests, documented orders and conveyed special requests to baker and assistants.
* Monitored counter and display inventory by replacing stock and requesting new products from kitchen to keep areas well-stocked for maximum sales.
* Packaged customer purchases with care and strong organizational skills to facilitate easy carrying and prevent product shifting.
* Mixed dough, scaled breads and cakes, fried doughnuts and performed baking duties.
* Kept cash drawer accurate with appropriate change and small bills to meet customer needs.
* Trained new bakery staff on company policies and POS system use to maximize job satisfaction, expertise and team performance.
* Maintained up-to-date knowledge of store sales, payment policies and security standards.
* Listened to customer needs and desires to identify and recommend optimal products.
* Increased business sales utilizing baking and cooking knowledge.
* Listened to customer requests and suggested additional menu items as appropriate to upsell products.
* Made food according to standard recipes with requested changes for customer satisfaction.
* Promoted new or high-value food items by creating attractive displays in cases and other customer-facing areas.
* Took special orders for event catering and party trays, assisting customers by recommending additional items, condiments and garnishes.
* Calculated total items needed to assemble party trays and placed orders for inventory.
* Responded to telephone inquiries regarding available products and services and helped customers make appropriate choices.
* Maintained clean, trash-free workspaces to maximize productivity and safety.
* Cleaned and sanitized dishes and utensils, consistently keeping adequate supplies on hand for expected customer loads.
* Received payment via cash, check, card or mobile payment and processed promptly, resulting in 100% accuracy rate.
* Opened new inventory and rotated stock by dates to maintain freshness.

**Data Analyst** – Michael Berta – Ledgewood, NJ 1/19 – Current Part-Time

* Created various Excel documents to assist with pulling metrics data and presenting information to stakeholders for concise explanations of best placement for needed resources.
* Updated organizational systems and subsystems to improve and streamline data collection.
* Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
* Built library of models and reusable knowledge-base assets to produce consistent and streamlined business intelligence results.
* Coordinated statistical data analysis, design and information flow.

**Nanny** – Annie Paydar – Rockaway, NJ 06/2020 – 08/2020 Full-Time

* Established lasting, professional connections with families and children by encouraging open communication and delivering positive feedback.
* Organized extracurricular schedules for sports and classes and provided safe transportation to different events.
* Assisted children with homework assignments and special projects across different subjects.
* Played games, worked on puzzles and read books to young children.
* Monitored schedules to maintain sleeping, eating and school schedules for children.
* Developed games and activities using arts and crafts to support learning and verbal skills.
* Coordinated field trips to local parks, fire stations and zoos.
* Communicated with children at age-appropriate levels to encourage understanding and foster relationships.
* Engaged with children on age-appropriate level.
* Bathed, dressed and helped with teeth brushing as part of bedtime preparation.
* Assisted with light housekeeping duties as well as running errands.
* Taught children everyday skills and language.