**SARAH E. BIAMONTE**

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PROFESSIONAL PROFILE

With a background in software training and integration, I am looking to pursue a remote career in informatics which will allow me to continue to expand upon my previous skills in this area and challenge me to continue moving forward in my professional development.

**Key skills** include: Software integration • presenting trainings/meetings via phone, person, and/or online to small and large groups of people • attention to detail • collaboration and team work • discipline and experience to work from home • ability to meet professional and personal deadlines • time management • communication • trustworthiness, as shown in roles in both Healthcare and the banking industry which allowed me access to multi-million dollar business banking accounts and access to patient privacy information • project management • public speaking • proficient with Microsoft Office Suite

EDUCATION

**Duquesne University**, Pittsburgh, PA - Bachelor of Arts in Corporate Communication, Minor degree in English

Graduated in 2008 with a 3.31 GPA. Member of the National Communications Honors Society Lambda Pi Eta and was on the Dean’s List multiple times. Internship experience as a Special Events Planner with the Leukemia and Lymphoma Society in Pittsburgh, PA in 2007.

EXPERIENCE

**TEGG Corporation**, Pittsburgh, PA 2008-2011; Hired as an Administrative Assistant; Quickly promoted to the Manager of Operations in 2009

Synopsys of roles: Hired as an Administrative Assistant after graduating college in 2008. After surpassing all expectations within the role in a very short amount of time, I was quickly promoted to the Manager of Operations in 2009. Responsibilities included: providing in-person and online software training sessions to clients both domestically and internationally • planning international training presentations which involved a high-level of organization and communication skills to ensure training sessions went smoothly • involved in the software integration of an old proprietary program into a new web-based program • assisted with the testing and demo data development for the new web-based program • managed project deadlines associated with the roll-out of the new proprietary software

**PNC Bank – Healthcare Division**, Pittsburgh, PA 2011-2014; Hired as a Training Specialist in 2011; Promoted to a Senior Sales Associate in 2013

Synopsys of roles: Worked for PNC Bank’s Healthcare Division from 2011-2014. Responsibilities included: Assisting with performing software testing • working in conjunction with the QA teams to upload demo Healthcare data into the proprietary software programs for training and sales purposes • provided detailed data to product development teams in order to help development a more intuitive software program • provided online and in-person training sessions to clients as well as internal teams • developed training materials for consumers as well as internal employees, including: product tip cards and detailed PowerPoint training sessions • became the first point-of-contact for assigned client base • assisted and participated in the sales-to-operations hand-off • quickly learned multiple software programs to be able to assist clients with questions without the need to escalate to other teams • identified complex needs of clients and knew how to determine which needs should be escalated and to which teams should be engaged • contact person for implementing new products and engaging internal teams, including sales teams when client exhibited the need for additional services • Professional development at PNC included a 2-day instructor led course on the Fundamentals of Project Management

**UPMC Healthcare**; Pittsburgh, PA; 2018; Role: Contact Center Specialist I

Synopsys of role: Worked part time for the after-hours doctor/hospital answering service for UPMC Healthcare in Pittsburgh, PA. Responsibilities included: Navigating multiple software programs during high-volume/high-stress telephone calls with patients • working knowledge of healthcare terminology to ensure successful communication of medical needs to Doctors • gaining knowledge of multiple software programs to ensure emergency calls are expedited without delay • ability to navigate telephone calls quickly with a high-degree of accuracy to ensure all medical needs are being met in a timely manner • follow appropriate protocols to protect all HIPAA privacy laws

**Toll Brothers Luxury Home Builders,** Blue Bell, PA; 2019-Present; Role: Weekend Sales Greeter

Synopsys of role: Currently working in a part-time capacity as a weekend sales greeter for Toll Brothers Luxury Home Builders in their Home Design Studio in Blue Bell, PA. Responsibilities include: greeting customers in a friendly and welcoming manner • giving new customers tours of the studio • helping to assist with interior design and general sales questions • being the face of the company and encouraging a positive and welcoming environment • attending promotional events and distributing marketing materials

**ABC’s for a Child of God – Book by Dr. M. G. Strate,** Telework; 2018-Present; Role: Per Diem Project Manager

Synopsys of role: Currently working per diem as a Project Manager to manage the production and promotions for a nationally published children’s book. Responsibilities include: Creating and maintaining deadlines pertaining to the release and promotions of the book • assisted with proofreading and grammatical changes associated with the book during the production phase • assisting in the roll-out of the published book • promoting and maintaining social media profiles for advertising purposes • performing research for new promotional activities and working closely with the client to decipher which media outlets to utilize • maintaining a budget to keep promotional costs to a minimum • attending promotional events as requested by the client • organizing materials for promotional events • researching and implementing all additional small projects as requested by the client