

Kristy Battistella
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Objective Taking advantage of my studies at the Louisiana Insurance Academy my objective is to enter full time work in an insurance agency or brokerage with the long time goal of becoming a Customer Service Representative.

Skills

- Excellent Organizational Skills
- Strong Customer Relations Skills
- Computer Proficiency
- Data Entry
- **Computer:** I have used WordPerfect 5.1, Microsoft Word.
- Telephone Answering, 10-Line System
- Word Processing and Typing
- 10-Key Calculator
- Filing

Experience **Office Assistant** *2009 to Present*
St Bernard Parish School System, Chalmette, LA.
Worked in the office of Chalmette Elementary. Answered phones, filed and organized paperwork, made copies, faxed papers, and ordered supplies. Maintained computerized inventory of students and faculty, supplies, and products. Helped plan and organize company functions. Represented the company in a professional and businesslike manner.

Accomplishments:

- Started back working as a substitute, then earned time in the office through hard work and organizational abilities.
- Responsible for many out of school activities, festivals, and fairs, in which I helped organize and promote through the community.

Sales Floor Manager *2000 to 2009*

Just For A Day Bridal Boutique, Metairie, LA.

Managed a team of 5 sales associates. Responsible for answering telephone with multiple lines. Helped customers with any questions or complaints that they may have had. Responsible for the ordering of customers items. Checked in deliveries, ordered supplies, and also managed the outgoing mail. Balanced the Cash register at the end of every shift.

Accomplishments:

- Sale associate of the month multiple times
 - Created, organized, and set up an information center for bridal dress catalogs and catalogs for all wedding accessories. Result: Better access to needed information, and less time searching for it.
 - Studied the intake books for busy time of the year for weddings, thus giving me an opportunity to staff our business with enough people to handle the influx of customers. Result: control labor cost.
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Education **Louisiana Insurance Academy – Courses in ACSR Personal Lines and Commercial Lines – Fall 2014**

Chalmette High School- 1993-19997

