

## PROFILE

Knowledgeable and experienced organizer with a wide skillset including computer literacy, adaptability, and team leadership. Additional experience in budgeting and event planning.

## SKILLS

- POS System
- Customer care
- Event planning
- Budgeting
- Fund-raising
- Sales
- Problem solving
- Organizing
- Leadership
- Team management

## ACCOLADES & LEADERSHIP

- Gaming Society
  - Role: President, vice president, treasury, event coordinator
  - Awarded for Highest Fundraiser
- Family Club
  - Role: Vice President, event coordinator
- Student Council
  - Collaborated with clubs on fundraising activities.

# Karen A. Panebianco

## WORK EXPERIENCE

### UPMC

#### Patient Access Representative

*2024-Present*

- Registration of patients and intake procedure.
- Data collection and entry; notation for nursing staff.
- Ensure patient comfort and satisfaction.
- Deploy to various locations and worked with a wide variety staff.

### Channel

#### Customer Care Representative

*2019-2024*

- Escalations team, used to de-escalate situations.
- Knowledgeable on a wide array of products
- Ensured customer satisfaction.
- Negotiated sales with wide variety of clients.
- Correspondents on marketing feedback.

### Giant Eagle

#### Produce Department: Sales Associate

*2016-2018*

- Oversaw front and back-end cleanliness and maintenance.
- Restock products and keep inventory dated and rotated. Interacting with customers.
- Cross trained in curbside for client shopping.



412-401-8223



micax13@gmail.com