

# KRISTIANA JORDAN

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## SUMMARY



- Ability to adapt quickly and efficiently to an ever-changing work environment
- Long history of being punctual, dependable, and responsible
- Excellent attitude and customer service orientation
- Ability to stay calm in extreme pressure situations

## EDUCATION

### University of Minnesota Duluth, Duluth, MN

August 2021-Present

- Bachelor of Science in Civil Engineering
- Currently enrolled in Mechanics and Statics, Properties of Materials, Differential Equations, Intro to Programming in Python, and Engineering Statistics



### Lake Superior College, Duluth, MN

January 2019-May 2021

- Dean's List Fall 2019, Spring 2020, Fall 2020, Spring 2021
- Principles of Microeconomics, Intro to Geology, and Public Speaking

## EXPERIENCE

### Baker, Duluth's Best Bread LLC., Duluth MN

July 2017-Present

- Organized, prepared, and baked goods based on sales estimates
- Trained over 8 coworkers on shift duties and safe handling of industrial baking equipment
- Handled cash drawer and POS system
- Cleaned and maintained equipment

### Concierge Service Representative, Park Point Marina Inn & Suites, Duluth MN

March 2015-July 2017

- Dealt with guest requests and concerns promptly and effectively
- Trained over 10 coworkers in shift duties including interfacing with the off-site credit card processing system
- Ran nightly audit, and compiled and filed all paperwork
- Assisted with sales and marketing, and reconciled daily reservations
- Handled confidential information
- Balanced multiple cash drawers and all credit transactions
- Answered phones and email and route all calls

### Direct Service Professional, AHL Healthcare Group, Duluth MN

August 2008-March 2015

- Advocated, supported, and gave care to individuals with disabilities
- Trained over 15 coworkers on duties and company policies
- Created, organized, filed, and archived large amounts of paperwork for program
- Composed accurate records and documentation for multiple clients
- Provided discretion and maintained confidentiality of all personal, medical, legal, and financial information
- Assisted in developing and implementing support plans as part of an interactive team

## Relevant Skills



- Secretary of UMD student chapter and student member in good standing of American Society of Civil Engineers
- Computer skills in Word, Excel, Mathematica, and Adobe Photoshop
- Communication with diverse audiences, leadership, and client correspondence