

Jianna Acerbo

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Profile

Dedicated administrative professional with a proven track record of success in fast-paced office environments. Hardworking team player excelling in completing various clerical tasks and providing comprehensive staff support. Known for responsibility, punctuality, and high productivity, even when working with minimal supervision. Currently seeking a full-time role that offers professional challenges and allows for leveraging strong interpersonal skills, effective time management abilities, and problem-solving expertise.

Experience

ADMINISTRATIVE ASSISTANT | BANKS INDUSTRIAL GROUP | SEPTEMBER 2022 – PRESENT

- Assisting various customers and helping them fill out new product orders, while also performing clerical duties throughout the office
- Assisting with HR projects for the company's head of HR
- Utilized Microsoft Excel, QuickBooks and Oracle software to manage invoices and payments
- Answered multi-line phone system, route calls, delivering messages to staff and greeting visitors.
- Responded to in-bound inquiries regarding accounts and payments.

CASHIER | BJ'S WHOLESALE | AUGUST 2020 – JANUARY 2021

- Stationed at the registers and helped customers with their groceries, coupons, and any other questions they might have about the store
- Organized shelves, restocked products, and cleaned the store to create a welcoming environment for customers
- Worked flexible schedule and extra shifts to meet business needs
- Assisted customers with returns, refunds and resolving transaction issues.

Education

MASTER OF ARTS IN ENGLISH | DECEMBER 2021 | RUTGERS UNIVERSITY AT CAMDEN, NJ

- Graduated with 3.8 cumulative GPA, completed an independent study on the History of Anime, and created a 20-page capstone project called Heart of Glass - A Character Study on Shinji Ikari in Neon Genesis Evangelion.

BACHELOR OF ARTS IN ENGLISH | MAY 2020 | RUTGERS UNIVERSITY AT CAMDEN, NJ

- Graduated with a 3.8 cumulative GPA, graduated on the Dean's List, and minored in Creative Writing and Digital Studies.

Skills & Abilities

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|------------------------------------|----------------------------|
| • Content Writing/Editing | • Microsoft Office |
| • Customer Service | • Data Entry Documentation |
| • Account Balancing Reconciliation | • WordPress |

Websites, Portfolios, Profiles

- <http://www.linkedin.com/in/jianna-acerbo/>
- <https://acerboj36.journoportfolio.com/>