**Cassandre Jean-Baptiste**

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**PROFILE**

With over nine years of experience in customer service, I have honed my skills in communication, problem-solving, and client relations. Driven by a passion for innovation and a commitment to making a meaningful impact, I am now transitioning into the biotech industry. I am currently enrolled at Bioversity, where I am expanding my knowledge and expertise in biotechnology. During the eight-week course we received training on a variety of technical skills including lab equipment and supplies, lab safety, inventory management, and CO2 and liquid nitrogen tank safety. My military background, combined with my transferable soft skills and technical skills from the program, make me well-suited to transition into an early-career role in the life sciences.

**EDUCATION**

**Bioversity – Biotech Career Foundations** October 2024

Certificate of Completion

**U.S. Army**

Enlisted, PFC Feb. 2017 – Jan. 2021

Automated Logistical Specialist Nov. 2017 – Jan. 2018

**Bunker Hill Community College**  September 2018

Associate’s degree, Criminal Justice

**EXPERIENCE**

**Citizens Bank/Teller**, East Providence, RI April 2022- Feb. 2024

* Processed customer transactions, including deposits, withdrawals, and transfers efficiently and accurately.
* Resolved customer inquiries and addressed issues promptly.
* Managed cash and balanced drawers at the beginning and end of shifts.

**Garda World** Aug. 2021- Dec. 2021

**Vault Custodian/ Messenger**

* Oversaw vault access and secure fund management to ensure compliance, minimize risk, and maintain client trust, achieving zero security breaches
* Handled money, verified transactions, and recorded activities per regulations.
* Dispatched ATM codes, compiled daily ATM reports and ensured proper end-of-day closure.

**Security Officer  
Boston Children’s Hospital – Security Operations/Badging Office** March 2019- Dec. 2019

* Monitored activities and incidents to ensure safety and security at the hospital.
* Enforced hospital regulations for personnel, visitors, and premises.
* Responded to emergencies, including fire, medical, bomb threats, flooding, and hazardous materials.

**Team Lead  
Target/Starbucks/Pizza Hut, Watertown, MA** May 2018 – Feb. 2019

* Supervised staff, ensured cleanliness, and managed weekly inventory orders.
* Maintained product availability and collaborated with customers and team members to ensure smooth operations.

**SKILLS**

* **Showcased versatility and adaptability** by taking on diverse responsibilities beyond initial roles. At Target, I started as a cashier and quickly expanded to work in Food Avenue and as a Barista at Starbucks within the first year. Similarly, at the bank, I began as a teller and seamlessly added duties as an ATM custodian.
* **Flexibility:** I thrive in dynamic environments, eagerly taking on diverse roles and embracing change. I adapt quickly to new tasks, turning challenges into opportunities for growth.
* **Persistence:** I embody determination and resilience, tackling obstacles head-on. Even when faced with setbacks, I remain committed to my goals and continually push forward until I succeed.

**CERTIFICATIONS**

* ICS-200 For Single Resources and Initial Action Incident, FEMA
* IS-00700.a National Incident Management System, FEMA
* IS-00800.b National Response Framework, FEMA
* IS-00100.b Intro To Incident Command System, FEMA
* Hazmat Awareness, FEMA

**LANGUAGES SPOKEN**

* Fluent in English, French, and Haitian Creole