**Janae Frazier**

781-964-7126 | Janae107@icloud.com | Boston, MA

[Janae Frazier | LinkedIn](https://www.linkedin.com/in/Janae-Frazier-214a38356/)

**PROFILE**

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After gaining experience in customer service, I am eager to leverage my transferable skills, technical training, and passion for Biotechnology to transition into an early-career lab operations role.

**Relevant Technical Training**

* Safely working in hazardous environments
* Hazardous chemical identification and classification
* Familiarity with inventory management, pipetting, gas cylinder safety
* Recently received Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

**Professional and Transferable Skills**

* Teamwork: Developed strong teamwork skills while managing high-pressure situations at Showcase Theater. Successfully coordinated with a small team of five to serve thousands of customers efficiently, ensuring smooth operations and customer satisfaction.
* Adaptability: Quickly adjusted to the fast-paced environment of a movie theater, mastering responsibilities within days. During a high-demand 4th of July shift, efficiently handled thousands of customers, surpassing expectations and proving my ability to thrive under pressure.
* Instructing Others: Took initiative in the absence of shift leaders by assigning tasks and guiding new trainees, ensuring smooth operations and timely customer service. Strengthened leadership skills by managing responsibilities under pressure.

**EDUCATION**

**Bioversity – Biotech Career Foundations** May 2025

Certificate of Completion

**Oliver Ames Highschool**  November 2021- June 2024

Diploma

**EXPERIENCE**

**Concessions**

**Showcase Cinemas**-Foxborough, MA June 2023- December 2023

* Delivered exceptional, high-quality customer service in a fast-paced, diverse, and inclusive environment, consistently going above and beyond to ensure every customer felt valued, was heard, and fully satisfied with their experience. Fostered a welcoming atmosphere, making each interaction memorable.
* Empowered customers to make confident, informed decisions by providing expert guidance and personalized recommendations, ensuring their complete satisfaction with every product and service experience.
* Played a pivotal role in contributing to the team’s success by consistently maintaining an upbeat and positive attitude, offering support to colleagues whenever needed, and actively promoting a welcoming, inclusive atmosphere that encouraged collaboration and made everyone feel valued.