

# Angel LaChance

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## EXPERIENCE

### **Panera Bread, Fairfield, OH** — *Shift Supervisor*

February 2023 - Present

- Contributed to increased sales revenue by \$15K per month in 2025 over 2024.
- Achieved highest brand standard audit score (by 4%) than any other location within the franchise.
- Consistently scored 99-100% on health department audits.
- Enforced Panera Bread policies and best practices.
- Through encouraging and constructive interactions, trained strong team members who worked together to deliver excellent results and customer service.
- Significantly improved workplace emotional environment.
- Audit preparation and practice.
- Built rapport with customers to establish and maintain strong relationships between customers and the company.
- Iterated with management team on ideas to improve company success while simultaneously providing customer satisfaction.
- Planned ahead to ensure smooth operation and seamless shift transitions.
- Solved problems using knowledge and experience.

### **Study.com, Remote** — *Content Editor and Copy Editor*

January 2020 - Present

- Proofread academic documents and fiction short stories.
- Content edited academic documents and fiction short stories.
- Fact-checked real-world information in short stories to ensure believability and prevent immersion-breaks.
- Fact-checked academic documents.
- Source-verified academic documents.
- Reported recommended edits and reasoning to writers.

### **My Party Album, Remote Contract** — *UX Designer and Copywriter*

April 2023 - May 2023

#### **Photo-sharing website was outdated and text-heavy.**

- Reduced the word clutter on all web pages by summarizing points while ensuring the impact of the story remained in-tact.
- Proofread all text on web pages.
- Used a minimalist-design approach, to create a cleaner, more professional design in Figma, based on competitive research and modern UX trends.

### **Ruby Photography, Remote Contract** — *UX Designer*

November 2022 - January 2023

- Wedding photography business was not attracting clientele.
- Worked with business owner to redesign company website.
- Created strategy using competitive-heuristic analyses and user interviews to create a user-centric design.
- User-testing results showed improved understanding of main services and target audience as well as an increased interest in products and services.

### **General Electric Credit Union, Blue Ash, OH** — *Customer Service Representative*

March 2021 - March 2022

- Maintained a deep understanding of GECU's products and services.
- Followed GECU's service standards and best practices.
- Maintained the confidentiality of all customer information.

- Built rapport with customers to establish and maintain strong relationships between customers and the company.
- Used multiple communication mediums and active listening to convey clear understanding of the unique needs of each customer.
- Used understanding of customer needs to assist and satisfy customers by resolving concerns in a friendly and professional manner.
- Earned numerous awards for excellent customer service and attendance.

**Brown County Public Library, Mount Orab, OH** — *Library Assistant Volunteer*

Jan 2012 - Aug 2016

- Maintained clean and orderly environment for both patrons and employees by tidying areas, setting up and dismantling displays, and shelf-reading to ensure shelved books have been returned to the correct place on the shelves.
- Shelved library materials according to the standard organization methods across all library systems.
- Assisted with children and youth programs by purchasing materials, setting up program areas, planning activities, and assisting the program leader with various responsibilities.
- Handled interlibrary loan materials.
- Called patrons to inform them when their library materials are available for pickup.
- Verified documents such as library card applications.

**EDUCATION**

**Cedarville University, Cedarville, OH** — *Bachelor of Arts in Linguistics*

August 2016 - December 2019

**Springboard** — *Certificate in User Experience*

September 2022 - May 2023

**Phlebotomist Training Specialists, Blue Ash, OH** — *Certificate in Phlebotomy*

January 2025 - January 2025

**Cincinnati State Community College, Cincinnati, OH** — *Certificate in Computer Software Development*

May 2025 - Dec 2026

**Cincinnati State Community College, Cincinnati, OH** — *Associate of Science in Computer Network Engineering Technology with a concentration in Cyber Security*

May 2025 - May 2027

**SKILLS**

**Programming Languages:**

- Visual Basic
- SQL

**Computer Software:**

- Figma
- Visual Studio
- Microsoft Visio
- SQL Server Management Studio
- Microsoft Office Suites
- Google Apps
- Miro
- Coolers Color Tool

**UX and Programming Skills:**

- Product Design

- Product Testing
- UX Research
- Personas
- UX Writing

**Linguistics Skills:**

- Proofreading
- Content Editing
- Copy Editing
- Copy Writing
- Technical Writing
- Non-fiction Writing
- Fiction Writing
- Medical Terminology

**Management Skills:**

- Employee Management
- Employee Training

- Task Management
- Appropriate Delegation
- Audit Preparation

**Soft Skills:**

- Time Management
- Customer Service
- Creativity
- Continual learning
- Attention to Detail
- Organization
- Self-motivation
- Independent Work
- Team Collaboration

**Other Skills:**

- Tutoring
- Upselling