

CHRIST-IN BERRY

(954) 417-9839 | christinberry1856@gmail.com | Pembroke Pines, FL

PROFESSIONAL SUMMARY

Detail-oriented and personable communications professional with hands-on experience in client relations, patient services, sales, and hospitality. Fluent in Haitian Creole with a strong background in customer engagement and administrative coordination. Currently completing a Bachelor of Arts at Florida International University, seeking an entry-level role in public relations, advertising, or communications where relationship-building and strong written and verbal skills can drive impact.

CORE COMPETENCIES

Client Relations & Customer Experience • Written & Verbal Communication • Bilingual: English & Haitian Creole • Administrative Coordination • Sales & Retail Operations • Emotional Intelligence • Attention to Detail • Microsoft Office Suite (Word, PowerPoint, Excel) • Food & Beverage Knowledge

PROFESSIONAL EXPERIENCE

Memorial Hospital | South Broward, FL

Pre-Services Representative Oct 2024 – Apr 2026

- Coordinated pre-service processes for patients, ensuring accurate scheduling, insurance verification, and pre-authorization in a fast-paced healthcare environment.
- Served as a primary point of contact for patients and families, delivering empathetic and professional communication throughout the intake process.
- Maintained detailed records and managed sensitive patient information in compliance with HIPAA regulations and hospital protocols.
- Collaborated cross-functionally with clinical and administrative teams to streamline patient access and reduce barriers to care.
- Leveraged bilingual abilities in English and Haitian Creole to assist a diverse patient population and improve service accessibility.

Hooters | Pembroke Pines, FL

Certified Trainer, Bartender & Floor Supervisor Aug 2021 – Present

- Trained and mentored new team members on service standards, food safety protocols, and point-of-sale systems, ensuring consistent and high-quality guest experiences.
- Bartended full-service bar, demonstrating in-depth knowledge of wine, beer, and spirits while crafting cocktails and providing personalized drink recommendations.
- Assisted in floor supervision duties, coordinating staff assignments, monitoring service flow, and resolving guest concerns to maintain operational efficiency.
- Pitched and implemented new ideas to management to improve guest experience and team performance, demonstrating initiative and creative problem-solving.
- Contributed to the company's social media presence by generating content ideas and supporting digital engagement strategies to attract and retain customers.
- Applied emotional intelligence to read guests' needs and deliver empathetic, personalized service in a high-volume environment.

Another Broken Egg | Pembroke Pines, FL

Hostess & Server Jul 2020 – Aug 2021

- Delivered expert menu knowledge, accurately guided guests through dining options, and accommodated dietary preferences.
- Managed multiple tables simultaneously, maintaining efficiency in order taking, delivery, and payment processing.

- Ensured the dining area was clean, welcoming, and organized to enhance the overall guest experience.

Discovery Clothing Store | Pembroke Pines, FL

Sales Associate Dec 2019 – Mar 2020

- Engaged customers to understand their needs and matched them with appropriate products, contributing to sales target achievement.
- Maintained organized merchandise displays and monitored inventory levels to support store operations.
- Operated the cash register and participated in promotional initiatives to drive in-store traffic and revenue.
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Coldstone Creamery | Miramar, FL

Head Cashier & Ice Cream Server May 2018 – Mar 2020

- Led front-of-house operations as head cashier, processing cash, credit, and mobile transactions with accuracy using a proprietary POS system.
- Created a welcoming, family-friendly atmosphere through outstanding service and a positive, high-energy presence.
- Managed daily cleaning, inventory, and station preparation to uphold food safety and quality standards.

EDUCATION

Florida International University 2023 – 2025

Bachelor of Communication, Arch & Arts (August 2025)

Broward College (Broward Community College) 2017 – 2022

Associate in Arts GPA: 3.17

Pembroke Pines Charter High School 2016 – 2020

Standard High School Diploma GPA: 3.93

CERTIFICATIONS

- Accounting Technology Special I
- Business Operations Certification
- Business Specialist Certification

REFERENCES

Joel Sheridan — Assistant General Manager, Hooters Pembroke Pines | (954) 549- 6259

Patricia Holmes — Supervisor, Memorial Support Services | (954) 380-1065

Additional references available upon request.