

NAME

TITLE

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Profile

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Experience

Downtown Coffee & Bakery- Day Shift Supervisor

MONTH YEAR - Present

- Scheduled, supervised, and delegated tasks to a team of 4 baristas in a high-volume setting
- Trained all new employees in proper brewing techniques, including specialty coffee roasts
- Developed and pre-launch tested monthly specialty drinks, increasing average sales by 15%
- Implemented an in-store customer feedback system, which earned dayshift a 91% customer satisfaction rating
- Managed all inventory, including restocking, reordering, and adjusting according to demand

Barista - Hot Cuppa Tea Shop

MONTH YEAR – MONTH YEAR

- Memorized an extensive list of water temperatures and steeping times for more than 30 types of loose-leaf tea
- Spearheaded a new iced tea menu, including marketing and recipes
- Achieved an average customer service time of 3 minutes, 20 seconds per order
- Earned “Barista of the Month” three separate times via customer nomination
- Processed POS transactions and reconciled cash drawers with 0% errors

Project Experience

- Worked with the store owner to develop a streamlined, hands-on training program
- Earned a 96% for a semester-long restaurant opening project during my coursework at Kendall College
- Redesigned menus to create a more efficient customer ordering process

Education

B.A. in Culinary Arts- Kendall College

Graduated December 2022

- Cum Laude

Specialty Coffee Association- SCHOOL

May 2009

- Completed intermediate coursework in Introduction to Coffee, Barista Skills, Brewing, Green Coffee, Roasting, and Sensory Skills

Skills

Expertise

- Friendliness
- Calm under pressure
- Team management
- Specialty coffee brewing
- In-depth knowledge of proper brewing of a large variety of teas and coffee roasts

Licenses & Accreditations

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- Member of the Barista Guild Association