DOROTHY RIVERA

T E A M L E A D

# C O N T A C T

123-456-7890

email@example.com LinkedIn | Portfolio

City, State Abbreviation ZIP code

# S K I L L S

Customer service Espresso preparation Inventory management Latte art

POS systems Employee training

# E D U C A T I O N

**Bachelor of Arts in Business**

## The University of Arizona, Tucson, AZ

August 2016 – May 2020

# C E R T I F I C A T I O N S

Certiﬁed Food Handler, ServSafe, 2016

# P R O F I L E

Energetic and personable team leader with over six years of experience in the coffee industry. Skilled in latte art and roasting techniques and working in a fast-paced, high-volume environment. Dedicated customer service professional, successfully leading a team of ﬁve baristas with a 98% overall customer satisfaction rating. Contributed to the No. 1 sales ranking in the district.

## P R O F E S S I O N A L E X P E R I E N C E

**Team Leader**

Starbucks, Tucson, AZ June 2021 – present

Led a team of ﬁve baristas, with an average of 300 customers per shift and 99.5% order accuracy

Organized monthly coffee education workshops to increase barista knowledge and engage customers

Motivated baristas to connect with customers, increasing customer satisfaction and upselling opportunities by 20%

## Barista

Starbucks, Tucson, AZ August 2017 – May 2021

Developed signature drink for Main Street location, which accounted for 20% of overall sales in its ﬁrst month

Received 90% customer satisfaction scores on post-sale survey Won second place in district latte art competition