

DOROTHY RIVERA

TEAM LEAD

CONTACT



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email@example.com



LinkedIn | Portfolio



City, State Abbreviation ZIP code

SKILLS

Customer service

Espresso preparation

Inventory management

Latte art

POS systems

Employee training

EDUCATION

Bachelor of Arts in Business

**The University of Arizona,
Tucson, AZ**

August 2016 – May 2020

CERTIFICATIONS

Certified Food Handler, ServSafe, 2016

PROFILE

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.

PROFESSIONAL EXPERIENCE

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