

Your Name

City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

Profile

- An accomplished barista offering a strong background in the hospitality industry backed by a certification from industry-recognized coffee brewing association. Lead and train teams, increase customer satisfaction, and maintain solid cleanliness and operational standards in high-volume settings. Expert knowledge of coffee blends, brewing methods, and equipment maintenance coupled with excellent customer service, cash handling, and time management skills.

Education

- Associate in Applied Science in Business | City University of New York, New York, NY | May 2022

Certifications

- Certified Barista (CB), Specialty Coffee Association (SCA), 2023

Key Skills

- Advanced knowledge of coffee blends and brewing methods
- Cash register operation
- Customer service
- Equipment maintenance
- Training new hires

Professional Experience

LEAD BARISTA | STARBUCKS, SEATTLE, WA | MARCH 2021 - PRESENT

- Leading a team of five baristas, manage shift schedules, maintain cleanliness, and support barista training initiatives
- Improved customer satisfaction by 15% in the past year by providing excellent service, making accurate beverage recommendations, and managing customer complaints efficiently
- Brought in new brewing methods learned from certification course, significantly reducing preparation time and enhancing the quality of the beverages

BARISTA | OWEN'S COFFEE HOUSE, BROOKLYN, NY | JANUARY 2019 - FEBRUARY 2021

- Ensured coffee-making equipment was clean and in good working order by implementing daily maintenance protocols
- Developed new coffee and tea drink recipes, which contributed to an increase in sales by 20% over a two-year period
- Demonstrated excellent cash management skills and never encountered discrepancies during tenure in the role