



ALEXA TORRES

A Starbucks shift supervisor with five years of experience, specializing in operations management, team leadership, and customer engagement. A strong history of managing and developing barista teams, improving workflows, and maximizing customer satisfaction.

PROFFESIONAL EXPERIENCE

SHIFT SUPERVISOR

STARBUCKS, PORTLAND, OR | JANUARY 2021 – PRESENT

- Lead a team of eight baristas, oversee daily operations, maintain inventory control, and increased customer satisfaction scores by 16%
- Deliver comprehensive training to new hires on store procedures, Starbucks products, and customer service standards
- Identify opportunities to enhance daily workflows and team coordination, resulting in a 13% increase in order fulfillment speed

BARISTA


CAFÉ DELIGHTS, PORTLAND, OR | JUNE 2019 – DECEMBER 2021


- Delivered outstanding service to over 200 customers per day, maintained product quality, and achieved a 94% customer satisfaction score on surveys
- Managed cash transactions, ensuring high accuracy and efficient end-of-shift reporting


EDUCATION

High School Diploma

PORTLAND HIGH SCHOOL, Portland, OR | 2019

 Portland, OR 12345

 (555) 555-6789

 alexa.torres@email.com

 LinkedIn.com/in/alexatorres

KEY SKILLS

- Customer service
- Inventory management
- Staff development
- Operations management
- Process improvement