

## **Jason R. Fitzcharles**

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### **OBJECTIVE**

Obtain position using skills and knowledge obtained  
during Sixteen years of customer service and four  
and a half years of management

### **SUMMARY OF QUALIFICATIONS**

- Sixteen years of cash handling experience.
- Sixteen years of customer service experience.
- Four and a half years of management experience.
- Six and a half years of coffee shop experience, including two and a half years with Starbucks.

### **SUMMARY OF SKILLS**

Transaction skills

- Process transactions with cash, checks, and credit cards
- Prepare and make daily deposits

Management skills

- Strong understanding of deployment
- Training of new employees
- Hiring
- Knowledge of employee scheduling

## **SHIFT SUPERVISOR**

, **Starbucks Coffee**, July 2004 - May 2006

- Customer service, cash and credit card handling, making deposits, drink making, running shifts, paper order, staples order, tips, maintenance specialist, safety and security specialist, learning coach.

## **NIGHT MANAGER**

, **Plumes Coffee**, September 2000 - July 2004

- Customer service, drink making, stocking, inventory, training of new employees, cleaning, cash and credit card handling, making deposits

## **SALES ASSOCIATE**

, **Boatworks**, January 2000 - September 2000

- Customer service, cleaning, stocking, cash handling

## **SALES ASSOCIATE**

, **Eye Zoo**, April 1999 - January 2000

- Customer service, cleaning, stocking, inventory

## **SALES ASSOCIATE**

, **Ross**, July 1998 - April 1999

- Customer service, cash handling, stocking, cleaning

## **EDUCATION**

Caesar Rodney High School, Camden, DE

- General Studies

Monterey Peninsula College, Monterey, CA

- History Studies