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4509 Peach Grove Rd. Austin, TX 78744

EXPERIENCE [ATX 2013-2006]

Norstrom E-Bar // Austin, Tx

Barista | November 2013- December 2013

- Completed Nordstrom Barista Certification program
- Prepared beverages to Nordstrom standards
- Operated POS system and cash register
- Implemented sales technique to increase holiday retail sales
- Maintained cleanliness of store and equipment
- Engaged customers with hospitality and professionalism

Tootie Pie Gourmet Cafe // Austin, TX

Key Holder | July 2012- May 2013

- Employed sales technique to improve retail business
- Recorded/ tracked holiday orders
- Provided artisan dessert decoration
- Prepared beverages, sandwiches, and catering platters
- Maintained cleanliness of store and equipment
- Created artistic/ eye-catching store signage
- Operated POS system and cash register
- Organized daily paperwork
- Engaged customers with hospitality and professionalism

Starbucks // Austin, TX

Barista | August 2009- July 2012

- Completed Starbucks Barista Certification program
- Prepared beverages to Starbucks standards
- Operated POS system and cash register
- Implemented sales technique to increase retail sales
- Maintained cleanliness of store and equipment
- Engaged customers with hospitality and professionalism

Cinemark Tinseltown #17 // Austin, TX

Assistant Manager | May 2006- November 2009

- Started as an Usher and worked diligently to ultimately become an Assistant manager
- Recorded, tracked, and ordered theater inventory
- Balanced clerical duties with supervision of employees
- Counted tills and managed house funds
- Provided customers with assistance in a managerial capacity
- Engaged customers with hospitality and professionalism

SKILLS

Management Experience
Office/Clerical Work
Cash Handling/Retail Experience
Texas Food Handler Certification (TXDSHS)
Texas Seller/ Server of Alcohol Certification (TABC)
Certified Barista of Starbucks and Nordstrom

TECH

Point Of Sale Systems
Cross-platform: Win/Mac
Microsoft Office Suite
Adobe Creative Suite
Quark Xpress

EDUCATION

AAS in Graphic Design & Certificate in Illustration
Austin Community College, May 2009

Dean's List | Phi Theta Kappa (historian and member)

EXPERIENCE [NY 2013]

Francis Cafe // Astoria, NY

Barista, Waitress | September 2013- November 2013

- Prepared premium espresso drinks
- Assisted in establishing initial operations
- Created of artistic/ eye-catching store signage
- Operated cash register and manually recorded customer checks
- Engaged customers with hospitality and professionalism

Cafe 101 // New York, NY

Head Barista | July 2013- September 2013

- Transferred from 6B to improve business at sister location: Cafe 101
- Ordered & managed coffee/ tea inventory
- Maintained cleanliness of store and equipment
- Prepared espresso beverages, yogurt parfaits, fresh juices, and smoothies to customer specifications
- Operated POS system and cash register
- Engaged customers with hospitality and professionalism

Sixth Burner // New York, NY

Cafe Coordinator | May 2013 - July 2013

- Ordered & managed coffee/ tea/ gelato/ & pastry stock
- Assisted in establishing initial operations
- Solely prepared all espresso beverages
- Operated POS system and cash register
- Engaged customers with hospitality and professionalism