

Iona Ramirez
euwohnnaah@gmail.com
Los Angeles, CA
310-562-7106

References:

Jocelyn Mitchell [\(323\)-828-2385](tel:(323)828-2385)

Kees [\(04450632065](tel:(04450632065)

Brittany Pellon [\(914\)-450-1580](tel:(914)450-1580)

Kristen Kovaletz [\(714\)-501-5230](tel:(714)501-5230)

Qualifications:

- Seven years experience as a barista, and ongoing.
- Working in Fast Paced environments while maintaining ordinance and flow.
- Highly knowledgeable in semi-automatic espresso machine, both semi-automatic and electronic doser grinders. I.e. Mazzer and Nuova Simonelli Clima Pro
- Most Familiar with Faema, Nova Simonelli, La Marzocco, Spirit Kees Vander Westen Espresso machines, .
- Ability to perfect espresso shots with appropriate dose, range, and yield.
- Attaining customers with an approachable and positive memorable experience.
- Excellent at paying close attention to multiple job tasks.
- Astounding flexibility and skills to work behind the machine, moving around, checking in with team members and making sure no one is feeling over-worked but keeping work loads balanced.
- Communicative.
- Ability to receive and provide constructive feedback.
- Exceptional customer service and ability to communicate with customers and solve any problems, questions, or concerns.
- Informing and providing customers of new beans, flavors, origin of bean and brewing methods.
- Proficient in handling exchange of bills and POS systems, use of Square and Revel, ability to count drawer, do tills, drop, and distribute tips.
- Have trained with Four Barrel, Linea, Blue Bottle, De La Paz, Sightglass, Brooklyn Roasting, and Ritual and Verve.
- Previous experience with taking inventory and ordering Tea / Coffee / Milk

- Knowledgable in V-60, Chemex, Kalita, and familiar with Aeropress both inverted and regular.
- Opening and Closing cafes.
- California Drivers license and ability to travel.
- Eager to make others perform at their best and help them do so.
- Serv Safe certification

Experience:

Meet Gerard
Sydney, NSW
Barista
10/16 - 10/17

Barista

My duties at Meet Gerard were very similar to those at previous jobs, such as taking inventory, restocking of teas, milk, sticky chai, staying up to date with drink + coffee specials, opening and closing the cafe, and providing great coffee + customer service to customers. Additional experience was learned in Australian coffee culture.

Verve Coffee Roasters
West 3rd - Los Angeles, CA
10/2015 - 7/2016

Barista & Shift Supervisor

Working with Verve has allowed me to learn on a broader spectrum of what the ins and outs of a roasting company does. There must be continual communication, constructive criticism, team effort, all for the better for not only the company but the work place. My duties at West third consisted of opening and closing our location, counting the register in the morning to make sure the previous shift supervisor counted correctly, closing the register by counting our overall cash and setting the drop and storing it in the storage bank, I was to set what is called a till, keep track of daily labor percentage, making sure we were not overstaffed during slow hours, future ordering of tea, coffee, milk, and fermented beverages, keeping up with inventory, checking our average ticket. Other supervising tasks had to deal with problem solving in the cafe, say if there was no manager present, I would have to have the utmost knowledge to deal with what I faced because I was the only experience supervisor on the floor. Some of the other duties were keeping other baristas engaged at work by giving them new tasks when older tasks were finished. There was always something for us to

be doing whether it be cleaning, or cupping. Some of my duties as a barista were brewing batch coffees, brewing new toddys, making pour over coffees both on our Mod Bar or manually with Kalita Wave. We made cold brew Iced tea/coffee, regular japanese style iced coffee and iced tea, set pastries out, bussed tables, rotated bean bags to make sure we always used appropriately aged beans, made sure production pars were continually stocked, kept farm level bar flowing, made sure the cafe maintained the utmost cleanliness from pastry case to restrooms, to condiment stands and fridges, dishes and overall cleanliness throughout the store. Some other important duties at Verve were attaining customers orders, providing a community environment, and last but not least dialing both our single origin espresso and our blend.

Farley's
San Francisco, CA
10/2014-1/2015

Barista

My duties here were using all of my previous teachings to serve this cafe's community great coffee and espresso. We offered weekly featured Pour Overs, Cold Brewed Iced Coffee, we steeped and prepped Cold Brew for 8 hours, offered fine Organic Loose Leaf tea from Five Mountains, and dealt with a high volume of customers while keeping community a really strong detail of the cafe. Duties as a reg-op consisted of counting drawer at the end of the night, seeing if we were under or over, setting tills, and turning in the drop, and pulling tips.

Imagine Culinary Group - Zynga Location
San Francisco, CA
10/2013-5/2014

Barista

Duties as a barista consisted of rotating appropriately aged coffee from roast time. We served Four Barrel, Sightglass and Bluebottle. I have official training from the three roasters due to being on the team of such a large account. Here, I learned the different ranges of dosage with both Pour Over coffees and Espresso with all 3 roasters. We weighed out all of our shots to make sure they were in the appropriate yield and taste. As a barista, we used pure organic milk with the least homogenization and created the most intricate designs. We used Chemex and V-60 pour over methods. Each pour over was made to order and we gave each batch 3-5 minutes to brew. We prepared cold brew toddy and would have frequent cuppings and always wanted to learn about new brewing methods.

Choice Market
Brooklyn, NY
6/2011-4/2012

Barista / Barista Manager

Duties as a Barista included setting up for opening shift, restocking for close shift. Pre-filling tea bags, organizing barista station, constantly cleaning and leaving it presentable. Most important duties of course were making Cappuccinos, Lattes, Mochas, Americanos, Cafe Au Lait, Ristrettos Red/Black Eyes, Cortados, and Macchiatos. Using terms such as Breve, Misto, Dirty, Ristretto, Doppio. Brewing large amounts of both hot brew and cold brewed iced coffee, brewing iced tea, making simple syrup and decaf coffee. Other duties at Choice Market included working counter, using the register, greeting customers, putting pastries out, giving customers their orders, taking delivery orders through direct phone call, grub hub, seamless, [delivery.com](https://www.delivery.com).

Duties as barista manager included inventory and placing weekly orders with Dairywagon, Soy Milk, Brooklyn Roasting Company and Serindipitea distributors; Having a weekly special every week ie. (Yerba Matte Latte, Coconut Latte, Mayan Hot Chocolate, Macadamia Nut Hot Chocolate, etc.); Other duties were improving Barista area to look presentable with neat display and signs; Training new recruits beginners and intermediate baristas on our equipment and ways of work area; Lastly, loving a great barista team who were always passionate about their work.

Casbah Café

Los Angeles, Ca 1/2010-6/2011

Barista

Duties at Casbah Café vary from both food preparation to Coffee and Tea preparation, as well as food inventory. Coffee prep consisted of grinding coffee, tamping, and using steam wand to prepare drinks such as Mochas, Lattes, Cappuccinos, Americanos, Macchiato Regular drip coffee, Instant, and Iced Coffee. Working with different milks such as almond, regular, nonfat, and soy. Also preparing drinks such as frappes, and fresh herbal teas. Other duties at Casbah Café were regarding food preparation, making foods such as sandwiches, bagels, salads, soups, desserts, etc.

Education:

Mira Loma High School (HS diploma)
Hillsong College (Present)

Skills:

Computer Literate (Familiar with most programs such as, Microsoft Word, Excel, PowerPoint, Adobe ID, AI, PS, MAC+PC, basic HTML, CSS)

Able to use Square and Revel POS systems or anything similar.

Drawer Counting / Distributing tips / Turning in Drop / Weekly Ordering