



# Cleo Ackley

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## Professional Summary

To always bring constant professional positive energy, enthusiasm. To remain creative, broad minded and always open minded as well. Very driven, knowledgeable, motivated, team oriented, Dedicated to customer service, motivated to maintain customer satisfaction and contribute to company's success.

## Experience

### Viva Coffee

September 2014 - Present

Asst. Manager - Create Excel spread Sheets, calculate hours, schedule interviews, ordering office supplies, scheduling inventory deliveries Prepare Drip Coffee, espresso beverages, and pastries, while providing Customer Service. Taking inventory, as well as managing the Pastry, Coffee and Food ordering. Going to various restaurant suppliers to pick up various Dry Storage Items.

### Aqui Cal - Mex

July 2013 – October 2014

Bartender and Cashier – Provide excellent Customer Service. Responsible for cash handling, checking and verifying that the customer is the legal age to consume an alcoholic beverage. Opening, preparing Margarita and various drink bases for the day. Closing, cleaning machines and general bar and cashier area. Described product to customers and accurately explained details and care behind our food, and product.

### Specialty's Bakery and Café

September 2012 – July 2013

Barista skills making traditional espresso drinks, cleaning and sanitizing work area, as well as break it down at the end of the day. Other tasks included receiving coffee orders, prepare cookies and pastries, light dish washing, serve and packaging soups to soup, exposing orders and building a great customer relationships.

### Chipotle Mexican Grill

November 2010 – June 2012

Worked as a team member performing cashier duties, product assistance and cleaning while providing excellent customer service. Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot. Monitored cash drawers in checkout station to ensure adequate cash supply.

## Education

Westmont High School – Campbell CA

Foothill College – Los Altos CA

ABC Bartending College – Mountain View CA

Fashion Intern – Los Angeles CA

## Skills

Hardworking, Organized, Proactive, Adaptable, willing to learn and easy to teach. As well as mature, Hands-on, high performing, multi-task-oriented, flexible, responsible, dynamic, performance driven and ambitious.