

# **Ercely Estrada**

135 Red Rock Way L310 • San Francisco CA • 94131 • [ercely16@gmail.com](mailto:ercely16@gmail.com) • (415) 823-3070

## **OBJECTIVE**

Highly dedicated, detailed, and creative pastry and bakery manager with over 11 years of experience in bakeries with a verifiable track record for creating superb baked items. An outgoing team player who has proven communication and coordination skills, and professional training in Baking and Pastry. Seeking a new platform to showcase my passion and skills for sweets.

## **EXPERIENCE**

### **Facebook Headquarters April 2015 – Present**

#### **Pastry Cook**

- Accountable for assisting all pastry teams in division
- Menu planning
- Decorate, bake, cupcakes and world desserts

### **SusieCakes June 2013 – April 2015**

#### **Head Baker**

- Responsible for leading a team and developing their skills
- Oversee production with high attention to detail
- Decorate specialty, custom cakes and cupcakes
- Daily mass production of cakes, cupcakes, and cookies
- Ensure recipes are followed 100% of the time and that all tastes profiles taste the same
- Accountable for managing food and labor goals

### **Whole Foods Market**

#### **Bakery TM, Bakery Supervisor/ Cake Decorator/ Baker March 2010 – June 2013 (multiple positions)**

- Responsible for closing and opening bakery department
- Provide outstanding customer service
- Mass produce and decorate cakes and other baked goods based on companies and customer standards
- Refill and replenish product as needed on the floor and in bakery cases
- Responsible for keeping up with labor codes/temperature logs
- Maintain cleanliness of work station and cake case

### **Mission Beach Cafe**

#### **Baker Nov 2009 – Jan 2010**

- Responsible for baking pastries daily
- Mass production of pies and fresh bagels
- Accountable for inventory of product and supplies
- Responsible for checking in orders
- Cleaned during and after every shift

**Bristol Farms, San Francisco, CA****Head Cake Decorator/ Head Baker/ Bakery Assistant Mgr Sep 2006 – Oct 2009 (multiple positions)**

- Managed 10 bakery associates
- Responsible for daily stocking of product display cases by baking pastries, breads and pies on a daily basis
- Kept inventory on baking supplies, placed replenishment orders and stocked delivery of supplies
- Provided exceptional customer service year after year and consistently received scores above 95%
- Created, baked and decorated special order cakes and cupcakes for customers
- Skilled in working with different mediums; fondant, ganache, whipped cream, butter cream
- Mass produced cookie batches every 2 hours, operated multiple ovens at a time throughout day
- Sanitized and cleaned bakery, display cases and ovens

**Zuppa Restaurant, San Francisco, CA****Pastry Chef Assistant Oct 2005 – Jan 2006**

- Baked desserts and sweet appetizers
- Assisted Pastry Chef with dessert creation ideas for private dinner parties
- Designed and prepared dessert recipe for the restaurants 2005 New Years Eve dinner menu
- Made pasta and baked breads for daily service
- Cleaned kitchen daily

**EDUCATION**

City College of San Francisco Associates Degree (Expected Completion Date 2017)

California Culinary Academy

Certified Pastry Baker (graduated 2005) - ServeSafe Food Certified

**SKILLS**

Exceptional customer service, POS and cash handling experience, great verbal/written communication skills, multi-task, bilingual (Spanish), attentive to detail, Microsoft Office Suite

**INTERESTS**

Art, biological science, music, theater, volunteering, marathon runner, women's rights, hiking, the outdoors

**REFERENCES**

Available upon request