

MADELINE VIDIBOR

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OBJECTIVE A position where I am able to provide excellent customer service as part of a professional team, using my own expertise, while expanding my skill set.

SUMMARY OF QUALIFICATIONS Customer Service/ Front of House professional with over 10 years of experience as a supervisor, cashier, server and barista.

- Self-taught barista with experience training others
- Expertise in FOH management and staff supervision
- Proven ability to provide excellent customer service in a fast paced environment. Skilled in POS systems and troubleshooting.
- Expertise in food expediting, cash handling, custom drink making
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EXPERIENCE **The Butcher's Son**, Berkeley 2015 to Present
Front of House Supervisor/ Head Barista

- Trained all front of house staff to take orders, make drinks, provide excellent customer service.
- Supervised sales, and kept track of inventory
- Supported all FOH staff in creating and maintaining a functional and professional environment

Jewish Community Federation, San Francisco 2013 to 2015
Philanthropic Education Coordinator

- Organized events and served as point of contact for over 100 families
- Developed programming for local teenagers and their families
- Assisted families with applications, financial aid, and special needs

The Public Interest Network, Denver 2012 to 2013
Donor Services Coordinator

- Served as main point of contact for donors to over 25 national organizations within our network
- Implemented systems for providing better communication between donors and organizations

Children's Museum of Denver, Denver 2012 to 2013
Member Services Manager

- Supervised ticket and membership sales at front desk
- Assisted with event planning
- Served as on-site contact for guests and visiting groups

EDUCATION **B.A History and American Studies**, University of California, Santa Cruz 2012

SKILLS MS Excel, Word, PowerPoint
MS Access
Windows, Mac OS
ShopKeep, Square

CERTIFICATIONS ServSafe, CBEST, CPR

REFERENCES Available upon request