

# JESSICA HIPPLE

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## ADMINISTRATIVE & CUSTOMER SERVICE PROFESSIONAL

- Dedicated professional with 8+ years of experience in administrative and customer relations positions
- Excellent communication, interpersonal, teamwork, problem-solving, and decision-making skills
- Strong work ethic and motivation to exceed workplace expectations
- Proven track record of consistently producing quality work in fast-paced environments

## PROFESSIONAL EXPERIENCE

### Senior Event Coordinator, Percy Sales Events (Monterey, CA & Santa Barbara, CA)

September 2013- August 2017

- **Logistics Management:** Managed 8+ vendor teams, assuring set up and flow of events is in line with expectation of the client
- **Customer Service:** Greet guests and answer inquiries; Support enthusiastic, efficient, and quality service
- **Coordination:** 99% client event satisfaction rate organizing and maintain the event planner's schedule with no scheduling conflicts
- **Event Preparation:** Created procedure improving product loss by over 20% with daily, weekly, and monthly inventory checks

### Supervisor & Barista, Starbucks Coffee Co. (Carpinteria, CA)

December 2012- June 2017

- **Employee Training:** Learn and implement new tools and systems to assist training employees
- **Clientele Reports:** Prepare reports regarding clientele for management team
- **Marketing:** Plan and prepare marketing materials for events and new promotions
- **Data Management:** Update data records for inventory management system

### Office Manager & Client Relations Specialist, Rancho Sarel (Carpinteria, CA)

October 2010- October 2015

- **Client Relations:** Manage long-term client relationships by following up with inquiries, issues, and clarifications; Research prospective client groups and propose new marketing tactics targeted toward the groups' interests
- **Executive Administrative Support:** Managed 50+ phone calls per day and email inquiries in order to find solutions for client needs. Managed executives' calendars and travel arrangements.
- **Data Management:** Manage data input for all client requests, forms, and files
- **Financial Management:** Prepare expenditure, budgeting, and business development reports

### Customer Service Manager, LMS Fragrances (Summerland, CA)

January 2009- October 2010

- **Customer Service:** Maintained positive communication with customers concerning issues, inquiries, and clarifications
- **Employee Coaching:** Evaluated strengths and weakness of employees; Coached accordingly to needed improvements
- **Marketing Coordination:** Planned, designed, monitored, and implemented new marketing initiatives
- **Office Efficiency:** Responded to 45+ calls throughout the day while maintaining company emails and incoming shipments

### Executive Administrative Assistant, Six Star Sales (Carpinteria, CA)

February 2007- January 2009

- **Client Records:** Prepare reports and materials for client data records
- **Ordering:** Reviewed client requests and carefully fulfilled 75+ orders per day according to detailed specifications
- **Inventory Reports:** Prepared inventory reports and quality control evaluations
- **Client Relations:** Ensured a high level of service in order to maintain long-term client relationships

## **EDUCATION**

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Arizona State University; Online Division

Candidate for Bachelor of Science in Communications, In Progress

Santa Barbara City College; Santa Barbara, CA

Associate of Arts in Liberal Studies, June 2009

## **TECHNICAL PROFICIENCIES**

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- Highly computer literate
- Apple & PC capable
- Microsoft Suite Office Products
- Internet and Google Applications
- Accurate Typing and Data Entry (50+ wpm)
- Well-versed in various office equipment

(87%)

JESSICA  
HIPPLE

**Barista Test**

**Score 13/ 15**

- A 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
- ☒ a) 20 minutes
  - b) 30 minutes
  - c) 60 minutes
- B 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
  - ☒ b) Espresso, Steamed Milk
  - c) Water, Espresso, and Foam
- B 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
  - ☒ b) 4 minutes
  - c) 5 minutes
- A 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- ☒ a) 150-160 degrees
  - b) 190-200 degrees
  - c) 120-130 degrees
- C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
  - b) 20 seconds
  - ☒ c) 10 seconds
- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine
  - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
  - ☒ c) Apologize to the customer and remake their drink according to standards
  - d) Walk away and have another barista remake their drink
- B 7) You can re-steam milk \_\_\_\_\_?
- a) Only Once
  - ☒ b) Never
  - c) Sometimes
  - d) Always
- B 8) What is the proper ratio of coffee grounds to water?
- a) 2 Tablespoons coffee to 6oz water
  - ☒ b) 2 Tablespoons coffee to 8oz water
  - c) 1 Tablespoon coffee to 6oz water
  - d) 2 Teaspoons coffee to 8oz water
- C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
  - b) Apologize and ask the customer to come back tomorrow
  - ☒ c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
  - d) Inform your manager we are out of soy

- B 10) Decaffeinated coffee is 100% caffeine free?  
a) True  
b) False
- C 11) What are the basic ingredients in a cappuccino?  
a) Coffee, Milk, Foam  
b) Espresso, Foam  
c) Espresso, Steamed Milk, Foam  
d) Espresso, Cream, Foam
- A 12) What is a café au lait?  
a) Coffee, Steamed Milk  
b) Coffee, Cold Milk  
c) Coffee, Cream, Sugar  
d) Espresso, Cold Milk
- C 13) What does "half caf" mean?  
a) Half cream and half regular milk  
b) Half as much coffee as normal  
c) Half regular and half decaf coffee
- A 14) What does it mean when a customer requests their cappuccino "dry"?  
a) Less milk and more foam  
b) No milk and lots of foam  
c) Extra foam  
d) No foam and no milk
- B 15) What is an Americano?  
a) Regular drip coffee  
b) Espresso with water  
c) Coffee with cream  
d) Iced coffee