

JESSICA HIPPLE

(805) 729-2635 • jessica.a.hipple@gmail.com • 3875 Castro Valley Boulevard, Castro Valley, CA 94546

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

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

- 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

A

1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- 20 minutes
- 30 minutes
- 60 minutes

B

2) What are the basic ingredients of a Latte?

- Milk, Espresso, Whipped Cream
- Espresso, Steamed Milk
- 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?

- 2 minutes
- 4 minutes
- 5 minutes

A

4) When steaming milk for a beverage, what temperature should you steam the milk to?

- 150-160 degrees
- 190-200 degrees
- 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?

- 8 seconds
- 20 seconds
- 10 seconds

C

6) What do you do if a customer says their latte does not taste like there is espresso in it?

- Tell them you made the drink according to the recipe so it should be fine
- Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- Apologize to the customer and remake their drink according to standards
- Walk away and have another barista remake their drink

B

7) You can re-steam milk_____?

- Only Once
- Never
- Sometimes
- Always

B

8) What is the proper ratio of coffee grounds to water?

- 2 Tablespoons coffee to 6oz water
- 2 Tablespoons coffee to 8oz water
- 1 Tablespoon coffee to 6oz water
- 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?

- Make their drink with regular milk and hope they do not notice
- Apologize and ask the customer to come back tomorrow
- Apologize and inform the customer we are out of soy, and offer a beverage alternative
- 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