

Desireé Smyth

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Seeking the opportunity to learn and improve skills in desired position; where my prior experience, interests and skill can be utilized to improve customer satisfaction.

Passionate about learning more and providing above exceptional service.

Education

San Francisco State University
1600 Holloway Ave San Francisco, CA 94132

Berkeley City College
2050 Center St Berkeley, CA 94704

Oakland Military Institute
Oakland California, 94608 Lusk Street

Envision Academy of Arts & Technology
1515 Webster St Oakland CA, 94612

Skills & Abilities

- Independent
 - Dependable
 - Punctual
 - Respectful
 - Responsible
 - Attentive
 - Friendly
 - Self-start attitude
 - Fast Learner
 - Positive attitude
 - Strong work ethic and integrity
 - Excellent Customer Service
 - Ability to sell proactively
 - Superior attention to detail
 - Excellent Communication skills
 - Capable of working in fast pace environment
 - Excels in multi-tasking
 - High level of personal accountability
 - Organizational skills/Ability to prioritize
 - Capable of working with others or alone
 - Passionate about helping others
 - Computer Literate
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Work Experience

"TEAM MEMBER" | JAMBA JUICE | OCTOBER/ 2013 - MAY/ 2014 (10/2013 – 05/2014)
2514 BANCROFT WAY BERKELEY, CALIFORNIA

- Cashier
- Customer service
- Hand crafted smoothies in under 3 minutes
- Maintained store cleanliness
- Maintained organization in fast pace workplace

"CONCESSIONS STAND WORKER " | OAKLAND COLISEUM | JUNE/ 2014 - DECEMBER/ 2014 (06/2014 – 12/2014)
(SEASONAL/EVENTS)

7000 COLISEUM WAY, OAKLAND, CALIFORNIA 94621

- Cashier
- Customer service
- Prepare, Serve food & beverages
- Capable to completing work tasks in fast pace environments
- Announce floor calls

"SUITE ATTENDANT" | ORACLE ARENA | JULY/ 2014 - DECEMBER/ 2014 (07/2014 – 12/2014)
(SEASONAL/GAME EVENTS)

7000 COLISEUM WAY, OAKLAND, CALIFORNIA 94621

- Acknowledge, Greet & Seat guests
- Maintained cleanliness of suite
- Provide food service
- Opened champagne bottles
- Poured wine / beer
- Provide refreshments

"HOSTESS" | JUDOKU SUSHI | FEBRUARY/2015 – AUGUST/2015 (02/2015 – 08/2015)
3314 PIEDMONT AVE OAKLAND, CALIFORNIA 94611

- Acknowledge, Greet & Seat Guests
- Accept & Organize Reservations
- Distribute menus
- Explain specials
- Introduce patrons to server
- Answer Phones
- Addressed guest requests, complaints, or escalated major complaints to manager.

"CASHIER / SALES & SUPPORT GENERALIST" | VICTORIAS SECRET | OCTOBER/ 2015 - JANUARY/ 2017
(10/2015 – 01/2017)

5672 BAY STREET, EMERYVILLE CALIFORNIA 94608

- Cashier
- Sales
- Customer service
- Return/Exchange transactions
- Online purchases / transactions
- Built loyalty by Opening credit cards
- Capable to complete work tasks in fast pace environments
- Distribution of sales to sales associates
- Processed Shipment
- Processed paperwork
- Displayed Floor set
- Dismantle Floor set
- Maintenance / Cleanliness of cash-wrap
- Capable to complete tasks to satisfaction under pressure
- Bra Certified (bra fittings)

"BARISTA" | STARBUCKS | August/ 2017 – September/ 2018 | 15555 E 14th St San Leandro, CA 94578

"BARISTA" | STARBUCKS | September/ 2018 – August/ 2019 | 14330 San Pablo Ave, San Pablo, CA 94806

"BARISTA" | STARBUCKS | August/ 2019 – October 2019 | 8152 Delta Shores Cir Unit 110 Sacramento, CA 95832

- Coffee Master
- Certified Barista Trainer
- Cashier
- Expert in preparing Starbucks Coffee & hot drinks
- Superior communication skills in high volume pace/workplace
- Brew Coffee/ Tea
- Date Dot Beverages/ Food items
- Display café pastry case
- Answer phones/ distribute information via Phone
- Greet & take customers' orders via headset
- Maintained Cleanliness of the Café
- Warm / Prepare food items
- Open café
- Open café drive thru
- Close café

Intern & Volunteer Work

**"INTERN" | SAYS WHO/SEAMS TO FIT | JUNE/ 2012 -DECEMBER/ 2012 (06/2012 - 12/2012)
6527 TELEGRAPH AVENUE OAKLAND, CALIFORNIA 94609**

- Customer Service
- Answer Phones/ Provide information via Phone
- Maintained Cleanliness of the store
- Colorized, Organized, Steamed clothing
- Documented Inventory, Purchased Items
- Provide Customers with information when asked
- Wash, Iron, Fold Clothing
- Documented Consignment clothing
- Wrote Tags (description of clothing)

**"BARISTA" | TRAINING GROUNDS CAFE | JUNE/ 2013 - AUGUST/ 2013 (06/2013 - 08/2013)
1 AIRPORT ACCESS RD, OAKLAND, CALIFORNIA (OAKLAND INTERNATIONAL AIRPORT)**

- Customer Service
- Expert in preparing Coffee & hot drinks
- Cashier
- Greet & take customers' orders
- Maintained Cleanliness of the Café
- Maintain organization in fast pace workplace

AWARDS & ACHIEVEMENTS

- Completed "Girls Inc." program (2009)
- Successfully completed MSJP program (2012)
- (Mayor summer job program) Completed job training (YEP- Youth Employment Partnership) (2013)
- Graduated from the Oakland Military institute drill team (2015)

REFERENCES

Ruben Bastardo Millan – STARBUCKS	(510)926-9637 / US1748214@starbucks.com
Simone Harvey - Girls inc. Instructor)	(510)545-3531 / Simoneharvey@gmail.com
Miklane Janner - Says who seams to fit)	(510)428-9463 / www.SaysWho.com
Yesenia Coria - YEP Counselor)	(510)387-6194 / vcoria@yep.org
Helen Shao - Mentor)	Helen@envisionacademy.org
Betsy Fine - Jamba Juice manager)	(510)219-0726 / bfine91@gmail.com
Ezzeli Quinn – Victoria's Secret)	(510)501-7415