

# 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.

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## 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

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## 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 14<sup>th</sup> 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
Mikdane Janner - Says who seams to fit)	(510)428-9463 / www.SaysWho.com
Yesenia Coria - YEP Counselor)	(510)387-6194 / ycoria@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