

# Irene Amendola

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## Work Experience

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### **Shift Lead and Trainer**

Starbucks-Barista - Pacoima, CA

July 2018 to Present

I worked as a Barista and currently I am one of the shift leads:

I was only trained for 3 days when I first started because I already had barista experience so it wasn't as difficult to me. I have to be quick and efficient when I am working the bar, from making multiple drinks at a time, to getting food from the oven, and taking guests' orders. I also have to make food products from frapp roast, sweat creams, and whip creams.

When our product from the truck would come in, I would break down the pallets and stock the product onto our shelves and when certain items didn't fit we would backstock them in our stockrooms. When I became a shift lead I started to get more responsibilities from, filling out paperwork for food orders, making sure everyone is on top of their duties, and I also became an official trainer. I was in charge of training the new hires and I also trained new shift leads as well. At one point, I had to learn how to make the schedules for everyone and now I sometimes help my team lead make the schedules from time to time. Apart from starbucks, I also had a time that I had to work for target (we are a starbucks/target location) from being a cashier, general merchandiser, and guest service.

### **Cashier/barista**

Krispy Kreme - Burbank, CA

January 2018 to June 2018

I worked as a cashier and barista and my responsibilities included:

I first started out with handling doughnuts and packaging the guests' order, and I would greet and welcome them. As a barista, I would also make coee, nothing simple, but not too complicated from a latte to a cappuccino, I would also make teas and ice blends. We would get alot of huge orders such as for birthdays and anniversaries from doughnuts to coee to even a special birthday cake doughnut tower. I also had to work the drive-thru, which I liked a lot because it taught me how to multitask and be quick on my feet, I would take the guests order as they are telling

English and Spanish me their order I am picking their donuts, at times there was a designated barista, but sometimes we would also have to make their drink as well.

Within 4 months of working at Krispy Kreme, I became a trainer in cashier, drive-thru, and barista.

### **Cashier**

Waba Grill - Panorama City, CA

August 2017 to January 2018

I was a cashier and my main responsibilities included:

I had to prep the food, make sure that the rice was fresh at all times, and the veggies were made every 30 minutes to ensure they would not serve soggy. At times, the cooks would let me help prep the meat and make sure it was cooked at the right temperature. When there wasn't any guest I would clean the tables

and the food trays, along with prepping the plastic bags for orders. When I had to clean the restrooms I had to make sure, the soap was stocked, the toilet paper and seat covers were stocked, along with cleaning the toilet and sink. At the end of the night I had to clean dishes and most importantly clean the soda nozzles. I also handled money, I would count the money in the cash register box at the end of every shift.

## **Cashier**

Carl's Jr. - Burbank, CA

August 2016 to August 2017

I was a cashier when I worked at Carls Jr and I mainly had graveyard shifts and my main responsibilities included prepping:

I would make product for the following day, making biscuits, prepping all the food. I would also clean the restrooms, mop the floors. Since working the graveyard shift I wouldn't really interact with guest, but when I do, I would welcome them and greet them and take their orders. One of my main responsibilities was doubling checking that all the machines were clean and met up to the standards. This job taught me to have a fast pace and problem solving work ethic because during one of my graveyard shifts my cook quit on the spot and left me all alone. I didnt have any cooking experience so I took the initiative and kept taking orders and learned most of the recipes and starting cooking for the guests orders

## Education

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### **diploma**

John H. Francis Polytechnic Highschool-High School

August 2012 to June 2016

## Skills

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- Great communicator
  - Multitasker
  - Fast learner
  - Good time management
  - Team player
  - Bilingual
  - Able to work in a team as well as alone
  - Problem-solver
  - Hard worker
  - Very determined
  - Open minded
- Food safety
- Customer service
- Cash handling
- Barista experience
- Food preparation