

# JENNA VAN OMMEREN

## EMPLOYMENT HISTORY

### SHIFT SUPERVISOR

*Starbucks*

Feb 2021 - Present

- Leads team of employees to ensure smooth operations and customer satisfaction
- Manages inventory and handles cash register efficiently
- Trains new employees on company policies and procedures
- Completes opening and closing duties to facilitate business operations
- Handles escalated customer concerns and emergencies in absence of manager or supervisor
- Received "Partner of the Quarter" award multiple times

### BARISTA

*Starbucks*

Aug 2020 - Feb 2021

- Proficient in providing exceptional customer service and maintaining cleanliness
- Received "Partner of the Quarter" award multiple times
- Recognized by peers and management as a team player

### SALES ASSOCIATE

*ThredUP*

Feb 2019 - Oct 2019

- Provided outstanding customer service, helping clients find products to meet their needs
- Maintained a well-organized and visually appealing store display to attract customers

### SALES ASSOCIATE

*Vans*

Oct 2017 - Dec 2018

- Helped customers find specific products, answered questions and offered product advice
- Engaged customers in friendly, professional dialogue to determine needs

### COOK/BUSSE

*Sweet Tomatoes*

Jan 2017 - May 2017

- Certified food handler
- Efficient busser

## EDUCATION

### BA

*University of California-Irvine*

Jun 2023

Irvine, CA

## SKILLS

Typing speed of 85+ WPM, high accuracy rate, enhanced ability to listen, editing, excellent communication skills, multitasking.

## TECHNICAL SKILLS

- Microsoft Office Suite applications including Word, Excel, Powerpoint, Outlook
- Google tools
- Slack