

JENNA VAN OMMEREN

EMPLOYMENT HISTORY

SHIFT SUPERVISOR

Feb 2021 - Present

Starbucks

- 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

Aug 2020 - Feb 2021

Starbucks

- 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

Feb 2019 - Oct 2019

ThredUP

- 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

Oct 2017 - Dec 2018

Vans

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

COOK/BUSSER

Jan 2017 - May 2017

Sweet Tomatoes

- 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