

Jade Tompkins

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EXPERIENCE

Party City, Brea — Associate

July 2020 - February 2022

- Developed and deepened customer relationships to cultivate a loyal and engaged customer base
- Completed orders for the day with efficiency and accuracy, resulting in happy customers.
- Applied strong communication and closing skills to achieve demanding goals on a regular basis. Resolved incidents with precision, and brought higher level concerns up to management for prompt solutions.
- Used POS system to scan customer purchases, returns, and calculate prices.
- Assessed needs and recommended products aligned with customer budget and preference.
- Assisted with store recovery to maintain a clean and organized sales floor throughout the shift.

Ding tea, Brea — Barista

February 2022 - May 2022

- Gained the ability to learn and work quickly under stressful and time sensitive situations.
- Enthusiastic while working register and making drinks for customers efficiently.
- Learned time management through working during a soft/grand opening.
- Assessed customer purchases quickly and learned to make recommendations on drinks based on customer budget/preferences.
- Learned to operate and maintain kitchen equipment.
- Kept the front and back of store clean and up to standards at all times to establish a welcoming and sanitary environment.
- Learned to multi-task quickly and under pressure.

Morphe Cosmetics, Brea — Associate

November 2022 - May 2023

- Gained marketing and selling skills by trying new products and recommending them during client makeup appointments.
- Learned color matching.
- Mastered multi-tasking.
- Assisted with store recovery, as well as money counting during closing.

SKILLS

- Understanding problems and coming up with good solutions
- Kitchen experience
- Personable, able to communicate with associates and guests easily.
- Tech experience

- Learned to tell slight differences between each color & tone, and describe the differences adequately to guests.

Target, Brea — Starbucks Barista

May 2023 - Present

- Learned to brew coffee and tea, including pour over, french press, and cold brew, as well as other beverage/toppings recipes.
- Learned FIFO standards and keeping food/beverages up to date.
- Knowledge of coffee roasts/notes.
- Learned milk steaming/grooming as well as some latte art.
- Established many meaningful customer and coworker relationships.
- Worked through hectic holiday rushes, learning how to effectively use my time while still keeping up with the influx of customers.
- Routinely opened or closed the store.
- Learned food temperature safety, and established a routine filling nightly temperature and cleaning logs.
- Worked on Target's Drive-Up system, learning how to bring orders to customers and pick items off the floor, as well as preparing Starbucks drinks for Drive-Up orders.

EDUCATION

Brea Olinda High School — Transferred to BCCHS to continue schooling under a more suitable environment.

August 2016 - February 2019

Brea Canyon High School — Received my diploma.

February 2019 - March 2020

Career Academy of Beauty — Current student.

February 2025 - October 2025