

# AA

# Angelica Astrom

Energetic and personable team leader with over six years of experience in the coffee industry. Skilled in latte art and roasting techniques and working in a fast-paced, high-volume environment. Dedicated customer service professional, successfully leading a team of five baristas with a 98% overall customer satisfaction rating. Contributed to the No. 1 sales ranking in the district.

## CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Seattle, WA 12345

## KEY SKILLS

- Cash Register Operation
- CPR Training
- First Aid Knowledge
- Lifeguard Trainer
- Water Quality Testing

## Professional Experience

### LIFEGUARD | YMCA, SEATTLE, WA

MAY 2021 - PRESENT

- Mentor and train new lifeguards, resulting in their successful completion of the YMCA's rigorous lifeguard certification program and their seamless integration into the team
- Conduct daily pool area inspections, identifying and resolving safety hazards, ensuring a safe environment for over 100 daily swimmers
- Maintain accurate records of pool attendance, incident reports, and member feedback, providing valuable data for program evaluation and improvement

### VOLUNTEER | OREGON HUMANE SOCIETY, PORTLAND, OR

APRIL 2019 - MAY 2021

- Conducted five educational presentations at local schools, reaching over 150 students and raising awareness about responsible pet ownership and the importance of animal welfare
- Collaborated with the shelter team to conduct adoption events, showcasing animals to potential adopters, and providing information on responsible pet ownership
- Supported the socialization and behavior training of shelter animals by engaging in playtime, social interactions, and basic obedience exercises, improving their adaptability

## Education

- Bachelor of Arts (B.A.) in Business Administration  
University of Washington, Seattle, WA | September 2022 - Present
- High School Diploma  
Roosevelt High School, Portland, OR | September 2018 - June 2022

## Certifications

- Certified American Red Cross Lifeguard Instructor | ARCL | January 2016
- YMCA Lifeguarding Certification | YMCA | January 2021
- CPR Certified | Red Cross | January 2020