







Mary Williams

An accomplished barista offering a strong background in the hospitality industry backed by a certification from industry-recognized coffee brewing association. Lead and train teams, increase customer satisfaction, and maintain solid cleanliness and operational standards in high-volume settings. Expert knowledge of coffee blends, brewing methods, and equipment maintenance coupled with excellent customer service, cash handling, and time management skills.

CONTACT

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EDUCATION

Associate in Applied Science in Business
City University of New York, New York,
NY May 2022

KEY SKILLS

- Advanced knowledge of coffee blends and brewing methods
- Cash register operation
- Customer service
- Equipment maintenance
- Training new hires

PROFESSIONAL EXPERIENCE

Lead Barista | March 2021 - Present

Starbucks, Seattle, WA

- Leading a team of five baristas, manage shift schedules, maintain cleanliness, and support barista training initiatives
- Improved customer satisfaction by 15% in the past year by providing excellent service, making accurate beverage recommendations, and managing customer complaints efficiently
- Brought in new brewing methods learned from certification course, significantly reducing preparation time and enhancing the quality of the beverages

Barista | January 2019 - February 2021

Owen's Coffee House, Brooklyn, NY

- Ensured coffee-making equipment was clean and in good working order by implementing daily maintenance protocols
- Developed new coffee and tea drink recipes, which contributed to an increase in sales by 20% over a two-year period
- Demonstrated excellent cash management skills and never encountered discrepancies during tenure in the role

CERTIFICATION

- Certified Barista (CB), Specialty Coffee Association (SCA), February 2024