

# Alexa Torres

A Starbucks shift supervisor with five years of experience, specializing in operations management, team leadership, and customer engagement. A strong history of managing and developing barista teams, improving workflows, and maximizing customer satisfaction.



## CONTACT

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-  Portland, OR

## KEY SKILLS

- Customer service
- Inventory management
- Staff development
- Operations management
- Process improvement

## PROFESSIONAL EXPERIENCE

January 2021 - Present

**Shift Supervisor, Starbucks** | Portland, OR

- Lead a team of eight baristas, oversee daily operations, maintain inventory control, and increased customer satisfaction scores by 16%
- Deliver comprehensive training to new hires on store procedures, Starbucks products, and customer service standards
- Identify opportunities to enhance daily workflows and team coordination, resulting in a 13% increase in order fulfillment speed

June 2019 - December 2021

**Barista, Café Delights** | Portland, OR

- Delivered outstanding service to over 200 customers per day, maintained product quality, and achieved a 94% customer satisfaction score on surveys
- Managed cash transactions, ensuring high accuracy and efficient end-of-shift reporting

## EDUCATION

**High School Diploma**

Portland High School, Portland, OR | May 2019