

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.

## Location

Seattle, WA 12345

## Phone

(123) 456-7890

## Email

email@example.com

## Website

LinkedIn | portfolio

## Education

University of Washington, Seattle, WA  
September 2022 - Pursuing  
Bachelor of Arts (B.A.) Business  
Administration

Roosevelt High School, Portland, OR  
September 2018 - June 2022  
High School Diploma

## 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

## Certifications

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