

Carolyn Morris

Coffee Shop Manager

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Coffee Shop Manager with six years at national and independent cafés. Proficient in beverage-program development, barista training, and customer-loyalty initiatives that drive daily traffic.

Professional Experience

Manager | BeanWorks Café, City, ST | March 2018

- Developed seasonal drink offerings boosting beverage sales by 25%
- Implemented barista-certification program, reducing drink errors by 90%
- Launched mobile-order platform, decreasing in-store queue times by 30%

Lead Barista | Urban Grind, City, ST | January 2016 – February 2018

- Trained 12 baristas on latte art and extraction standards
- Managed inventory and ordering with 98% accuracy

Education

B.S. in Business, May 2015 | State University, City, ST