



Bryan Ruiz

Supervising Barista

Supervising Barista with seven years of advancement through roles from junior barista to shift supervisor. Skilled in staff scheduling, conflict resolution, and maintaining service quality during peak hours.

CONTACT



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LinkedIn | Portfolio



Dallas, TX

KEY SKILLS

- Staff scheduling & supervision
- Conflict resolution
- Quality assurance
- Cash reconciliation
- Operational leadership

EDUCATION

Associate of Science in Business
Administration
Collin College, Plano, TX
May 2016

PROFESSIONAL EXPERIENCE

Shift Supervisor | Daily Grind Coffee, Dallas, TX
January 2019 - Present

- Oversee daily shifts for a 12-person team, ensuring consistent service quality
- Resolve customer issues with a 95% satisfaction rate
- Create weekly schedules optimizing staff coverage and reducing overtime by 20%

Barista | Cup o' Joy, Dallas, TX
June 2016 - December 2018

- Prepared specialty beverages and handled POS transactions
- Mentored new team members on drink recipes and customer interaction
- Managed opening/closing procedures and cash reconciliations

CERTIFICATIONS

- Supervisory Essentials, American Management Association | August 2018