PRIYA RAMASWAMY

Shift supervisor and recent business graduate stepping into a first formal management role. Two years of frontline lead experience, comfortable running a floor of 8-15 people, and known for picking up systems.

CONTACT INFORMATION

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Columbus, OH

KEY SKILLS

- Shift scheduling
- Cash handling and deposits
- POS systems (Toast, Square)
- New-hire training
- Inventory counts
- Food safety (ServSafe)
- Customer service recovery
- Microsoft Excel

PROFESSIONAL EXPERIENCE

Shift Lead | Copper Kettle Cafe & Bakery, Columbus, OH | February 2023 – Present

- Lead opening and mid shifts of 9 baristas; responsible for cash handling, food safety, and customer recovery.
- Trained 14 new hires on POS and bar workflow using the store training checklist.
- Reduced morning ticket times from about 6 minutes to under 4 by changing how prep was staged.
- Cover manager-on-duty responsibilities one or two days a week, including deposits and labor edits.

Crew Member | Copper Kettle Cafe & Bakery, Columbus, OH | June 2022 – January 2023

- Promoted to shift lead after 11 months based on training and reliability scores.
- Volunteered to run inventory counts; flagged a recurring vendor short that saved the store about $200 a week.
- Helped pilot a new mobile-order screen later rolled out to three other locations.

EDUCATION

B.S. Business Management
The Ohio State University | May 2024

- ServSafe Manager Certification, 2023