



DEVON WHITAKER

Starbucks

Cafe Store Manager with 9 years of progressive experience from barista to multi-unit support. Opened two new locations, ran a store through a major remodel, and led teams of up to 22 partners. Strong record on labor cost, food safety audits, and partner retention.

CONTACT INFORMATION



(615) 778-4402



devon.whitaker@example.com



Nashville, TN 12345

EDUCATION

B.A. Hospitality Management, Middle Tennessee State University, 2015

ServSafe Manager Certification, current through 2026

Coffee Master Certification, 2018

KEY SKILLS

- P&L and labor management
- Scheduling for 20+ partners
- Health inspection prep
- Partner coaching and PIPs
- Inventory and ordering (Sysco, US Foods)
- New store openings and remodels
- Cash control and deposits
- Customer service recovery
- Workday and POS reporting
- Hiring and interviewing

PROFESSIONAL EXPERIENCE

Store Manager I 2021 - Present

Harborline Coffee Roasters, Nashville, TN

- Own a \$1.9M annual revenue cafe with 22 partners, including 4 shift supervisors I personally promoted from barista.
- Brought partner turnover down from 138% to 61% year over year by rebuilding the onboarding plan and adding monthly 1:1s.
- Passed last two health inspections with scores of 98 and 100; closed every internal ops audit finding within 7 days.
- Managed scheduling and labor against a 24% target; hit it 11 of the last 12 periods.
- Coached an underperforming shift supervisor back to on-track status through a documented 60-day plan.

Assistant Store Manager I 2019 - 2021

Harborline Coffee Roasters, Franklin, TN

- Co-led a remodel that kept the store partially open and held weekly sales within 8% of pre-remodel levels.
- Ordered dairy, food, and merchandise weekly; reduced expired-product waste by tightening par levels.
- Ran new-hire orientation for 28 partners across two cohorts.
- Covered shift supervisor rotations on weekends and holidays during peak demand.

Shift Supervisor I 2017 - 2019

Bluegrass Bean Co., Murfreesboro, TN

- Led shifts of 5 to 8 baristas through morning and evening rushes at a college-town store.
- Trained on customer recovery script that lifted the store's connection score by 12 points.
- Handled cash deposits, safe counts, and weekly inventory submissions.
- Stepped in as opening manager three days a week while the ASM role was unfilled.

Barista I 2015 - 2017

Bluegrass Bean Co., Murfreesboro, TN

- Built drinks across hot, iced, and blended categories at a store serving 600 to 800 customers daily.
- Selected as bar trainer for new hires after 9 months on the job.
- Maintained 100% mobile order accuracy during three consecutive secret shopper visits.

- Volunteered for early opens, including the 4:30am roast pickup shift.