



MAYA CALDERON

Starbucks

CONTACT INFORMATION



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Portland, OR 12345

EDUCATION

Coffee Master Certification, internal program, 2023

OLCC Food Handler Card, Oregon, renewed 2024

A.A. General Studies, Portland Community College, 2021

KEY SKILLS

- Espresso bar and pour-over
- Cash handling and till reconciliation
- POS systems and mobile order workflow
- Food safety (FIFO, date dots, temp logs)
- Barista training and shift coaching
- Customer service recovery
- Inventory ordering and stocking
- Open and close procedures
- Bilingual (English/Spanish)

ABOUT ME

Shift Supervisor with 4+ years at high-volume cafes, including drive-thru and licensed store formats. Known for fast bar speed, food safety compliance, and coaching new baristas through their first 90 days. Holds active Coffee Master certification and OLCC food handler card.

PROFESSIONAL EXPERIENCE

Shift Supervisor I 2022 - Present

Cascade Roast Coffee Co., Portland, OR

- Run open and mid shifts for a store averaging 720 transactions per day; hit drive-thru window times under 45 seconds during peak.
- Trained 14 new baristas on bar standards, customer connection, and POS workflow; 11 stayed past their 6-month mark.
- Counted tills, deposited cash, and reconciled end-of-day reports with zero variance flagged in the last three audits.
- Escalated a recurring espresso machine calibration issue to district facilities, cutting daily downtime from about 25 minutes to under 5.

Barista I 2021 - 2022

Cascade Roast Coffee Co., Portland, OR

- Handled bar, register, and customer support positions during rush periods of 90+ drinks per hour.
- Memorized full hot, iced, and blended recipe builds within first three weeks of training.
- Recognized as top mobile-order accuracy barista on the shift two quarters in a row.
- Restocked pastry case, syrups, and dairy walk-in following FIFO and date-dot procedures.

Cashier / Food Service Attendant I 2019 - 2021

Marionberry Market Cafe, Beaverton, OR

- Rang up to 180 customers per lunch shift at a busy grab-and-go counter inside a grocery store.
- Balanced register drawer to the penny across 22 consecutive weeks.
- Stepped in as opening lead when supervisor was out, including unlocking, brewing, and pastry pull.