



MARCUS DELACROIX

Shift Leader

Shift leader with four years running coffee bar and quick-serve floors during peak dayparts. Trained 22 team members through onboarding, cut ticket times during morning rush, and kept food safety audits clean across two locations.

CONTACT INFORMATION



(503) 555-0101



marcus.delacroix@example.com



Portland, OR 12345

EDUCATION

- ASSOCIATE OF ARTS, GENERAL STUDIES, PORTLAND COMMUNITY COLLEGE, 2021
- SERVSAFE FOOD HANDLER, CURRENT

KEY SKILLS

- Shift scheduling and coverage
- Cash handling and safe reconciliation
- POS systems (Toast, Square)
- Inventory counts and 86 tracking
- New hire onboarding
- Food safety and sanitation
- Guest recovery and de-escalation
- Espresso bar and drink standards
- Labor cost awareness
- Opening and closing procedures

PROFESSIONAL EXPERIENCE

SHIFT LEADER | BRIGHTLEAF COFFEE ROASTERS, PORTLAND, OR | 2022 - PRESENT

- Run open and mid shifts for a store doing \$47K in weekly sales, with a 6-person team on the floor at peak.
- Cut average drive-thru window time from 4:12 to 3:08 by resequencing the bar station and pre-batching cold foam.
- Trained 14 new baristas on drink standards and POS; 11 stayed past 90 days versus a district average around 6.
- Handle cash deposits, safe counts, and end-of-day reconciliation; no variances over \$5 in the last 9 months.
- Coach team on guest recovery scripts and comp limits, keeping guest satisfaction scores above the regional target of 82%.

BARISTA | BRIGHTLEAF COFFEE ROASTERS, PORTLAND, OR | 2021 - 2022

- Pulled bar during morning peak, averaging 55-70 drinks per hour with a station partner.
- Promoted to shift leader after 11 months based on drink quality scores and mentoring newer hires.
- Ran weekly milk and syrup inventory counts, flagging over-ordering that saved roughly \$180 per month in waste.

CREW MEMBER | SANDPIPER SUB SHOP, BEAVERTON, OR | 2020 - 2021

- Worked the sandwich line and register during lunch rush, handling 90+ tickets in a two-hour window.
- Kept prep sheets and rotation dates current, helping the store pass a surprise health inspection with a 98 score.
- Trained two new hires on line setup and closing sidework.