Jasmine Ortega

BAKERY CLERK

@ jasmine.ortega@email.com | (616) 555-0148 | Grand Rapids, MI
linkedin.com/in/jasmineortega

SUMMARY

Bakery Clerk with 1.5 years in a busy grocery bakery and nearly 3 years of counter service before that. Packages, labels and prices 400+ bakery items a shift, takes cake orders with suggestive selling, and follows food safety and company safety policies on every task.

EXPERIENCE

Bakery Clerk
04/2025 - Present

Grand River Family Market
Grand Rapids, MI

Neighborhood grocery with an in-store bakery serving about 8,000 shoppers a week.

- Package, label and price **400+** breads, cookies and pastries a shift using the scale and label printer.
- Process custom cake orders at the counter, using customer service and suggestive selling to raise average order value 12%.
- Track stock dates and log markdowns, supporting cost control that cut bakery shrink from 6% to 4%.
- Operate the bread slicer and wrapper under company safety policies, with 0 safety incidents in 18 months.

Counter Server
06/2022 - 03/2025

Heritage Hill Coffee Co.
Grand Rapids, MI

Part-time while in high school and after graduation.

- Processed cash handling and card payments for 150 customers a shift, balancing the drawer on 99% of closes.
- Applied basic math to count back change and portion scones and muffins for the morning case.
- Followed food safety checklists that helped the cafe pass 2 health inspections with no violations.

SKILLS

Customer Service | Food Safety | Suggestive Selling | Cost Control | Company Safety Policies | Basic Math | Cash Handling | Bakery Packaging and Labeling | Slicer Operation | Attention to Detail

EDUCATION

High School Diploma
06/2024

Union High School
Grand Rapids, MI

CERTIFICATES

ServSafe Food Handler
05/2025

National Restaurant Association