

Emily Chen

Barista

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New York, USA

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Summary

Highly skilled and experienced barista with a strong passion for coffee and customer service. Proven track record of delivering high-quality beverages and excellent customer service, with a customer satisfaction rate of 95%+. Proficient in coffee preparation, customer service, and store operations, with a strong ability to work well under pressure and lead a team.

Experience

Senior Barista

The Coffee Club, New York, USA, 2020-Present

Prepare and serve high-quality beverages to customers, maintaining a customer satisfaction rate of 95%+ through excellent service and product knowledge

- Manage a team of 5 baristas, providing training and guidance to ensure excellent customer service and beverage preparation
- Develop and implement new drink recipes, resulting in a 25% increase in sales
- Maintain a clean and organized workspace, adhering to health and safety standards

Barista

The Daily Grind, Los Angeles, USA, 2018-2020

Prepared and served beverages to customers, maintaining a customer satisfaction rate of 90%+ through excellent service and product knowledge

- Operated a cash register, handling cash and credit transactions with accuracy and efficiency
- Maintained a clean and organized workspace, adhering to health and safety standards
- Collaborated with colleagues to achieve sales targets, resulting in a 15% increase in sales

Education

Associate's Degree

The Culinary Institute, New York, USA, 2015-2017

Hospitality Management, 3.5

Skills

Beverage Preparation

Customer Service

Cash Handling

Team Management

Coffee Roasting

Languages

English, Native

Spanish, Fluent

Certificates

Barista Certification

The Barista Institute, 2018

Completed a comprehensive barista training program with a focus on coffee preparation, customer service, and store operations

Awards

Best Barista of the Year

The Coffee Club, 2020

Received the award for exceptional customer service and beverage preparation skills

Latte Art Champion

The Daily Grind, 2019

Won the latte art competition with a score of 95% for creativity and precision

Hobbies

Coffee Roasting