

# Dominic Vittitow

## Detail - Empathy - Creativity

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New Orleans, La

### Education

George Mason University, Fairfax, VA

*B.F. A. in Creative Writing – Graduated May 2014 with Honors*

### Publications -

[Numerous articles](#) for Perfect Daily Grind, an international coffee publication.

### Work Experience

**Technical Lead** ~ Congregation Coffee Roasters. Spring, 2022 - Present

- Troubleshoots, repairs, and maintains espresso machines, coffee brewers, and other cafe equipment for in-house operations and for wholesale accounts.

**Director Of Education** ~ *French Truck Coffee, New Orleans, LA - 2018 - 2022*

- Was responsible for creating, implementing, and ensuring the success of a comprehensive training program.
- Wrote procedural documents to ensure recipe, cleaning, and workflow standards were met.
- Assisted Brand Manager with customer-facing copy, from social media posts to website journal entries.
- Managed the education team and kept them tasked effectively.
- Established and operated the Drink of the Season program.
- Maintained coffee equipment and water filtration systems for nine locations.

- Conducted cuppings, discerned tasting notes for packaging, helped launch new offerings, and tested and maintained recipe specifications from inception to implementation.

**Barista, Head Barista, Head Trainer** ~ *French Truck Coffee, New Orleans, LA, 2016 - 2018*

- Created an array of beverages to company specifications in a high volume environment.
- Upheld customer service standards, established long term relationships with customers.
- Was the first Head Barista and Head Trainer in the company, and helped to define the roles.
- As Head Trainer, conducted extensive lab training for new hires, as well as numerous wholesale training sessions.

**Manager** ~ *Happy Creek Coffee & Tea at the Plains, The Plains, VA – May 2015 to February 2016*

- Responsible for the day-to-day operation and management of an independent coffee shop.
- Entrusted with banking, groceries, scheduling, social media, and representing the company.
- Experience with hiring and training employees as well as resolving issues with personnel and logistics.
- Daily practice in friendly and genuine customer relations as well as in fostering business-to-business connections.

**Roastery Assistant** ~ *Central Coffee Roasters, Sperryville, VA – May 2015 to February 2016*

- Actively engaged in all aspects of the operation, from retail to roasting.
- Received hands-on training on a Diedrich roaster.
- Organized, stocked, and maintained shop presentability.

- Provided knowledgeable product information; developed meaningful customer relations.
- Processed phone and mail orders, packaged coffee for store and delivery.