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## STEPHEN PACYGA

4124 E. 126th Ave.  
Thornton, CO 80241  
303-842-9603  
Sapacyga@gmail.com

### EMPLOYMENT

#### STARBUCKS, Thornton, Colorado

*Shift Supervisor, Coffee Master, Barista Trainer*

May 2012 – August 2017

- Trained new partners in Starbucks policy, procedure, and safety
- Delegated tasks, kept partners focused, and handled all cash in the store
- Created order pars by analyzing trends

*Barista*

December 2010 – May 2012

- Answered customer questions about coffee, beverages, and policies
- Provided consistent, quality customer service
- Maintained store cleanliness and food standards

#### DAIRY QUEEN, Thornton, Colorado

*Assistant Store Manager*

January 2009 – December 2010

- Interviewed potential employees
- Created store schedule and worked with employee availabilities
- Accomplished store sales goals (set record for best hour count during peak)

*Cashier*

February 2008 – January 2009

- Handled cash and ensured order accuracy
- Became knowledgeable about product standards and expectations
- Provided high quality customer service

### EDUCATION

**HORIZON HIGH SCHOOL**, Thornton, Colorado  
High School Diploma, 2007.

### SKILLS AND ACTIVITIES

Eagle Scout—Boy Scouts of America  
Motivated, detail-oriented, tech savvy  
Adaptable, enthusiastic, and takes initiative

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Pete Kardasis  
Store Manager  
Starbucks  
10005 Grant St, Unit F  
Denver, CO 80229  
S08863@retail.starbucks.com  
(415) 308-6460

Derry Whittier  
Legal assistant  
Springman, Braden, Wilson, and Pontius, P.C.  
4175 Harlan St, 200  
Wheat Ridge 80033  
[Dsw921@comcast.com](mailto:Dsw921@comcast.com)  
(815) 531-9002

Kayla Smith  
Legal Assistant  
Springman, Braden, Wilson, and Pontius, P.C.  
4175 Harlan St, 200  
Wheat Ridge 80033  
smith.kayla08@gmail.com  
(803) 920-2893

Chris Watkins  
Teller Representative  
First Bank  
11990 US Highway 287  
Broomfield CO, 80020  
[watkins.christopher@efirstbank.com](mailto:watkins.christopher@efirstbank.com)  
(720) 498-9054