

Hello

I'm Cameron Tape

Skills

- Customer Service - 15+ years of experience in customer-facing roles
- Verbal and Written Communication - Liaising with internal and external stakeholders and the public, preparing media releases, and recreational writing
- Coaching and Training - Formal study and 10+ years of experience delivering on-the-job and class-based training
- Performance Management - Formal study and 4 years of management experience
- Technical Acumen - 5+ years experience mastering, simplifying and teaching complex tasks and concepts in the specialty coffee industry
- Computer Skills - Limited networking and virtualisation skills, security fundamentals, Google apps, Microsoft Excel and Word, basic hardware
- Problem Solving and Troubleshooting - 10+ years of experience as a leader in high-pressure environments responding to equipment, IT, and human issues

Current Projects

- JavaScript for programming and animation
- YouTube channel

Experience

NOVEMBER 2020 - ONGOING

Sevens, Sydney – *Barista*

Responsibilities

Developed and enforced product and service standards

Troubleshooting and technical support across this site and sister store

Supporting head barista and chef

Supervising new employees

APRIL 2019 - FEB 2020

Regiment, Sydney – *Head Barista*

Responsibilities

Enforced product and service standards

Oversaw installation and maintenance of equipment

Selected rotating coffee menu

Trained new staff

Achievements

- Hosted industry showcase and networking events

MARCH 2018 - OCTOBER 2019

Youeni – *Barista*

Responsibilities

Selected rotating coffee menu

Trained new staff

Achievements

- Improved stock ordering efficiency through proper documentation and spreadsheets
- Developed and launched several new products - coffee syrups, sodas, fermented beverages
- Improved staff product knowledge and engagement through cupping sessions
- Improved product consistency through introducing new equipment and recording measures

MARCH 2015 - OCTOBER 2018

Coffee Kaizen – *Assistant Trainer*

Responsibilities

Assisted with delivery and preparation of workshops, classes, and individual training

Reviewed course content and methods to recommend revisions

Achievements

- Created and delivered information event for aspiring baristas specific to the specialty coffee industry

JUNE 2017 - JANUARY 2018

Soma, Ultimo – *Store Manager*

Responsibilities

Managed a team of seven people

Chaired monthly team meetings

Conducted weekly performance management and coaching sessions

Acted as point of contact between staff, store owner, and parent company.

Achievements

- Developed and maintained store wiki, including onboarding materials, training materials, and SOPs
- Co-created press releases for rebranding and product releases
- Improved internal communications through weekly email and implementing error-reporting system
- Improved communications with parent company through weekly email reporting, monthly meetings with head roaster, and shared cupping spreadsheets

MARCH 2015 - JUNE 2017

Mecca, Ultimo – *Head Barista*

Responsibilities

Developed and enforced product and service standards

Directed development of new baristas through on-the-job training and external education

Led weekly cupping (sensory assessment) sessions

Selected rotating coffee menu

Achievements

- Roasted small-batch coffees for in-store use
- Assisted with production roasts for parent company
- Developed and launched new coffee product (and supporting retail products), assisted with marketing
- Pioneered a (moderately) viral coffee hashtag with some international reach and supporting calendar (ask me in person)

2011 - 2014

92 Degrees, Eastgardens – *Store Manager*

Responsibilities

Oversaw business operations during extended absence of owner

Other Experience

2004

Auburn West Public School – *General Assistant*

Responsibilities

Assisted Network Administrator in implementing network upgrades

Troubleshooting with end users

Education

JUNE 2021 - ONGOING

TAFE Digital – *Certificate IV in Cyber Security*

JUNE 2020 - OCTOBER 2020

TAFE Digital – *Statement of Attainment in Digital Security Basics*

MARCH 2018 - JUNE 2020

TAFE Digital – *Diploma of Hospitality Management*

AUGUST 2016

accessUTS – *Performance Management*

Awards

MAY 2017

Dale Carnegie Immersion Program