

James Harvey

Lead Barista

A dynamic professional with 3+ years established experience in providing excellent customer service in the specialty coffee industry. Highly creative in the preparation of gourmet coffee and tea selections as well as innovative in providing new coffee menu pairings to match the bread and pastry selection of the store.



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Dallas, TX

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WORK EXPERIENCE

Lead Barista

Café Latte Corner

09/2018 – Present

Dallas, TX

- Support the Manager in running an efficient, professional, safe, and profitable operation following all company standards.
- Prepare and serve specialty coffee drinks and teas, and upselling recommend pastries and cookies to match the beverage order.
- Take ownership for accomplishing new and different requests to enhance coffee shop reputation and generate revenues.
- Manage inventories by replenishing coffee bean supply, stocking coffee brewing equipment, and ensuring sufficient supplies.
- Develop and implement training and development programs for staff as well as promote a positive working environment.

Barista/Cashier

Little Cocoon Café

04/2017 – 08/2018

Dallas, TX

- Prepared and served hot or cold beverages, including teas and espresso-based drinks by using an espresso machine, French press, drip coffee, pour-over, Moka pot, single brew, as well as cold brew coffee preparation methods.
- Managed and maintained store inventory by ordering, receiving, and stocking supplies as well as retail products.
- Took customer orders and conveyed them to other employees for preparation; assisted the crew during high volume orders.

Assistant Barista/Cashier

Brewin' Hot and Tasty Café

02/2016 – 03/2017

Dallas, TX

- Greeted customers and provide positive interactions in a friendly and courteous manner to facilitate brand loyalty.
- Replenished and rotated front of the house items ensuring proper labeling of goods, pastries, and cookies.
- Assisted the Lead Barista in handling high volume orders while maintaining the efficient preparation of customer orders.

INTERESTS

Video Games

Mindfulness

Photography

Typography

SKILLS AND COMPETENCIES

Inventory & Control

Espresso Machine
Operations

Equipment Maintenance

Safety & Sanitation

Staff Training

Regulatory Compliance

Conflict Resolution

COURSES & TRAINING

Coffee Business Masterclass (06/2017)

Texas Coffee School

Espresso & Milk Skills Class (08/2016)

Texas Coffee School

Quality Coffee Brewing Class (07/2016)

Texas Coffee School

Latte Art Class (06/2015)

Texas Coffee School

Barista Certification Program (06/2015)

Texas Coffee School

CERTIFICATES

Certified Professional Barista (09/2016 – Present)

Institute of Certified Professional Baristas

Certified Specialty Coffee Barista (08/2016)

Society of Specialty Coffee

LANGUAGES

English
Native

Spanish
Full Professional Proficiency