

# Alonso Ampuero

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## Summary

I went to school for Computer Engineering then shifted over to Computer Science since it was closer to my passion. Unfortunately did not finish, but my passion for CS and tech followed me in every job I took going forward. If there was ever a tech problem, I would be the first "line of defense" before calling in the IT department. In my role as Assistant Manager at New Seasons I would assist my coworkers with apps that had trouble loading data, issues with logins, and even creating macros in excel to speed up and give a better view of sales and waste on a weekly basis that led to less time off the floor. I've since gone through Google's IT Certification program, which helped prep me in passing the CompTIA A+ Certification Exam, recommended to be taken with 9-12 months of experience.

## Experience

### Barista

#### SLOWBOMB COFFEE LLC

Mar 2022 - Nov 2022 (9 months)

Troubleshooting Square register issues alongside wireless outages

Preparing beverages, food, and taking customer orders.

Balancing food ticket times through multitasking and efficient use of time



### Assistant Bakery Manager

#### New Seasons Market

Mar 2019 - Jun 2021 (2 years 4 months)

Led stewardship of the bakery budget and maintaining waste.

Help lead a small team in producing desserts for customers to purchase, maintaining stock, and bread wall full throughout day.

Drove the organization of the bakery's freezer space in order to keep space open and accessible.

Led troubleshooting of problems with programs and applications that were used on a regular basis



### General Manager

#### Z Beans Coffee

Aug 2018 - Nov 2018 (4 months)

Responsible for ordering coffee, supplies, and produce for store

Ensured adequate staffing and recruitment to meet the needs of the business

Provided training for new employees

Main contact for customer feedback and customer support

Managed the internet and security for cafe

Jittery Joe's in Macon, GA was bought by Z Beans Coffee and was asked to stay on as General Manager



### General Manager

## **Jittery Joe's Coffee**

May 2018 - Aug 2018 (4 months)

Promoted from Assistant Manager

Responsible for ordering coffee, supplies, and produce for store

Ensured adequate staffing and recruitment to meet the needs of the business

Provided training for new employees

Main contact for customer feedback and customer support

Managed the internet and security for cafe

At times troubleshoot computer problems for customers

Payroll



## **Assistant Manager**

### **Jittery Joe's Coffee**

Jan 2018 - Jul 2018 (7 months)

Promoted to Assistant Manager

Assisted in managing staff

Creating Schedules

Placing orders

Making deposits and getting change from bank

Payroll

Barista duties



## **Shift Lead**

### **Jittery Joe's Coffee**

Jul 2017 - Jan 2018 (7 months)

Responsible for all things a Barista is responsible for, handling customer concerns and questions, helping build a sense of community among employees and customers, providing strong, positive leadership.



## **Barista**

### **Jittery Joe's Coffee**

Oct 2015 - Jul 2017 (1 year 10 months)

Responsible for preparing lattes, cappuccinos, espresso, and food for customers with a professional yet jovial attitude that maintained an air of informality and relation that Jittery Joe's Mercer Village had become known for.



## **Audio Visual Technician**

### **Mercer University**

Aug 2010 - May 2011 (10 months)

Setup up equipment for presentations around campus and setup telecommunications calls for conference meetings.

Daily work involved checking in with my boss to get a list of reservations to be completed and by what time.

Led to self-reliance and accountability to make sure things ended up where they were supposed to.

## Education



### UC Berkeley Extension

Sep 2023 - Dec 2033



### Coursera

Google IT Support Professional Certificate, Information Technology

Feb 2023 - Jun 2023



### Mercer University

2009 - 2015

## Licenses & Certifications



### CompTIA A+ - CompTIA

Issued Aug 2023 - Expires Aug 2026

CMDYDW05PFVQQFCS

## Skills

Self-start • Independence • Analytical Skills • MongoDB • Responsive Web Design • Agile Development • Front-End Design • Server Side • Web Development • React.js