
JIANNE SOTO

Los Angeles, CA 90045 ♦ (310) 804-9278 ♦ Jianne295@gmail.com

PROFESSIONAL SUMMARY

Highly efficient shift leader well established in fast-paced and challenging environments. Eager to learn with aptitude for applying new knowledge with skill and efficiency.

SKILLS

- Customer Service Management
 - Problem-Solving
 - Teamwork and Collaboration
 - Ordering Procedures
 - POS Systems
 - Opening and closing duties
 - Equipment Operation
 - Cash Handling
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WORK HISTORY

Shift Leader, 06/2022 - Current

Sharetea – Santa Monica

- Enhanced customer satisfaction through prompt and courteous service, addressing concerns immediately.
- Supported a culture of continuous improvement by identifying and addressing areas for potential growth, both individually and as a team.
- Maintained a clean and safe work environment while ensuring all employees adhered to safety guidelines and protocols.
- Served as a reliable point-of-contact for upper management when needed, effectively communicating any issues or successes from daily operations.

Cashier, 06/2023 - 09/2023

Yama Sushi Sake Attitude – Los Angeles

- Streamlined checkout process for increased efficiency and reduced waiting times.
- Assisted customers with inquiries and provided exceptional service, resulting in positive feedback from shoppers.
- Enhanced customer satisfaction by providing efficient and accurate cash transactions.
- Adapted quickly to new technologies implemented at POS systems, ensuring seamless transition periods for both staff and customers.

Cashier, 06/2021 - 01/2022

Yang's Braised Chicken Rice – Culver City

- Contributed to store success by maintaining high standards of cleanliness throughout the facility.
 - Exceeded productivity goals through consistent attention to detail and organization during busy shifts.
 - Answered questions about store policies and addressed customer concerns.
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EDUCATION

Bachelor of Arts: Game Design, Expected in 06/2025

University of Santa Cruz - Santa Cruz, United States

- Dean's List Winter 2023
- 3.57 GPA
- Campus Sustainability Council Member

High School Diploma: 06/2021

El Segundo High School - El Segundo, CA

- 3.67 GPA
 - College and Career Readiness Club Member
 - Creative Writing Club Member
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CERTIFICATIONS

- Food Handlers License
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REFERENCES

- (Yama's Sushi Sake Attitude) Trent Kohno: 626-297-6081
 - (Yang's) Miguel Lugo: 213-300-0129
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LANGUAGES

English

Native or Bilingual

Spanish

Elementary