

# KELSEY SEMIEN

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Memphis, TN 38125 | 901-864-2328 | ksemien8@gmail.com

## OBJECTIVE

Dedicated and driven graduate with a Master of Science in Information Technology and a proven foundation in software development. Eager to advance expertise in Artificial Intelligence and Machine Learning, in hopes to contribute innovative solutions to solve complex technological challenges.

## EDUCATION

**Colorado State University Global, CO - Master of Science in AI and Machine Learning, Present**  
**Southern New Hampshire University, NH — Master of Science Information Technology: Software Development, 3.78 GPA 08/2024**

**University of Memphis, TN — Bachelor of Arts: News Broadcasting (Minor: Spanish Language), 12/2014**

## SKILLS

| Object Oriented Software Development | Web Development | Computer Science | Database Management | Java | CSS | HTML | SQL | Python | Information Technology Expertise | Leadership and Team Development | Team Management | Adaptability | Problem Solving | Communication and Collaboration | Project Management | Bilingual: Spanish |

## EXPERIENCE

### **Bakeshop Manager, Mariposa Baking Co., Oakland, CA — 2022-2023**

Oversee the success of the Oakland bakeshop and daily operations. Adjust numbers for pastry orders in a way that discourages spoilage by forecasting sales. Assist with menu development. Assist in ongoing training for each team member. Responsible for general maintenance of the sales floor and organization of products. Responsible for taking inventory of packaging and retail products. Hire, train and terminate team members when necessary. Produce weekly schedule for retail staff. Lead quarterly meetings to change and implement new policy. Respond promptly to customer inquiries and complaints. Must balance administrative tasks and supporting team on the sales floor.

### **General Manager, Cafenated Coffee Co., Berkeley, CA — 2022**

Oversaw all operational aspects of café and employees. Managed a team of 23 employees and 3 managers. Managed labor, food cost, ordering, vendor relationships and maintaining a prime cost below 65%. Maintained minimum 20% profit margin. Developed an operational foundation that fosters scalability. Ensured all employees are compliant with the city of Berkeley's current vaccination mandates and California food safety law. Responsible for scheduling, hiring, firing, and training all team members. Direct point of contact for all administrative aspects. Worked closely with owners to open second location successfully. Developed beer and wine menu. Introduced new menu items to directly pair with food items. Developed all operational documents (training manuals, job descriptions, help wanted ads, break charts, etc.). Managed social media and community outreach. Managed and successfully executed all marketing and operational aspects of Berkeley Restaurant Week 2022.

### **General Manager, Paxtis Pizza, San Francisco, CA — 2021-2022**

Responsible for overseeing 12 – 15 employees and 1 assistant manager. Managed every aspect of the Paxtis Pizza Irving St. location. Assisted at Fillmore location when needed. Point of contact for all vendors and service requests. Entrusted with retrieving cash used to balance safe from bank. Direct point of contact for all administrative aspects. Hire, train, coach and fire all staff when necessary. Built weekly schedule. Edited and developed SOP's and job flow documents for FOH and BOH staff. Maintained labor and food costs below 22% weekly. Increased average weekly dine-in sales (12%) by developing better service practices. Ensured exceptional guest experiences by providing quality service in a clean, safe and COVID-19 compliant environment.