

# KRISTEN A. ORUE

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## Education:

### **Bachelor of Science, Computer Science**

Oregon State University – Cascades

Anticipated Graduation: June 2020

## Technical Skills:

HTML, CSS, Bootstrap, JavaScript, SQL, Python, Google Docs, Microsoft Office, MacOS and Windows

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## Work Experience:

CRUX FERMENTATION PROJECT, Bend, OR

February 2017 – Present

### **Bartender/Server**

- Take initiative to engage in over 30 beer education classes to gain knowledge above and beyond the required training
- Solve problems decisively in a chaotic environment
- Educate customers on technical aspects and process of craft beer to build rapport and create a regular following
- Communicate with a team of 10 or more and multi-task to ensure customer satisfaction
- Build relationships by organizing 5 events within the Crux employee community to build relationships and create a better working environment

TEN10 BREWING, Orlando, FL

June 2015 – October 2016

### **Assistant Bar Manager**

- Volunteered in the brew house to become as knowledgeable as possible about brewing process and products
- Established new process for growler fills to meet state regulations while increasing efficiency
- Managed daily budget by counting drawers, dividing tips, filing and inputting end of day numbers
- Resolved conflicts with customers and between employees
- Trained and supervised staff of 15, delegated tasks and held staff accountable
- Solved problems during busy times and last minute changes
- Planned and coordinated brewery events for 20 to 200 people
- Promoted events through community outreach, flyers, social media, podcasts and newspaper

PIG FLOYD'S, Orlando, FL

April 2015 – August 2016

### **Bartender/Server**

- Provided customer service, answered questions, recommended product items and resolved conflicts
- Managed cash register to process transactions and calculate daily sales

ARBOR MEDICAL STAFFING, Orlando, FL

September 2012 – April 2015

### **Staffing Coordinator**

- Staffed nurses (C.N.A., L.P.N. and R.N.) in nursing homes, hospitals, and other healthcare facilities across the U.S.
- Brought in new facility contracts and hired over 50 new nurses to staff them
- Consistently met projected monthly revenue goals
- Worked on-call nights and weekends to respond to immediate needs of contracted sites
- Identified qualified applicants, found appropriate job placements and facilitated the required orientation training
- Communicated with medical staff and healthcare facilities to create, organize, and maintain 24-hour schedules

BEST BUY, Orlando, FL

January 2007 – September 2012

### **Home Theater Department Lead**

- Selected to participate in the women's leadership group WOLF, which provided opportunity to shadow district management, create a business plan for Home Theater and practice public speaking
- Selected to joined Next Generation group to create goals, manage customer complaints and motivate a diverse staff
- Assisted customers with all aspects of Home Theater purchases
- Recommended theater packages based on customers' needs and budget

## Activities:

College Political Association, Volunteer UCF, SPCA Volunteer, AIDS Walk, Diabetes Walk, Relay for Life

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