

# Zakariah O'Mara-Mezzano

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## EXPERIENCE

### **Starbucks Coffee Company, Anaheim, CA — Shift Supervisor**

2017 - 2022

Using sales goals and tracking data to reach our targeted sales-objectives.

Building an inclusive team experience, and effectively communicating with my team and customers.

Managing inventory, adapting to new technologies, and improving efficiency through process automation.

Recording and reporting critical information to my administrator.

### **Amarith Cafe, Anaheim, CA — Barista/FOH Manager**

2016 - 2017

Cash handling and reporting.

Adapting scheduling to business needs.

Cross-training in POS development to adjust and publish features to an NCR point of sale system.

Developed training materials for customer care and service

### **Mrs. Knott's Chicken Dinner Restaurant, Buena Park, CA — Waiter**

2015 - 2016

Providing guests with memorable experiences of delightful service.

Assessing restaurant capacity and coordinating with my leadership team to deliver customer satisfaction.

Cash handling and personal accountability.

Sustaining theming and customer experience.

## EDUCATION

### **General Assembly, Los Angeles, CA — Software Engineering Certificate**

2022

### **Fullerton College, Fullerton, CA — A.A. Theatre**

2014 - 2017

## TECHNICAL SKILLS

Computer technology  
Data Collection and Interpretation  
HTML  
CSS  
JavaScript  
Microsoft Office Suite  
Google Docs, Drive, and Sheets  
Knowledge of Operating Systems (MacOS, Windows)  
Communication Platforms (Skype, Slack, Microsoft Teams, Discord)  
Web and Graphic Design  
Sales  
Social Media Outreach  
Management  
Logistics  
Copywriting  
Storytelling

## PERSONAL SKILLS

Effective Communication  
Team Building  
Goal-Oriented  
Adaptability  
Prioritization  
Strong Work Ethic  
Attention to Detail  
Collaborative Spirit  
Extraverted  
Patient  
Leadership  
Time Management  
Public Speaking  
Conflict Resolution  
Open to Feedback