

## **Trevor Pino**

11621 Grand Avenue, NE, Albuquerque, NM 87123

(707) 494-8864

[trevorpino@yahoo.com](mailto:trevorpino@yahoo.com)

### **SUMMARY OF SKILLS**

Resourceful and Solution Focused  
Strong Organizational Abilities  
Outstanding Customer Service

Excellent Communication Skills  
Energetic, Goal-Oriented Professional  
Thrives in Fast-Paced Work Environment

### **WORK EXPERIENCE:**

Current	<b>University of Arizona Coding Bootcamp – Completion Jan 2021</b> Full Stack Web Development, Coding, Data Analytics, UX/UI
2019 – Current	<b>Barista, Starbucks, Albuquerque</b> Providing exceptional customer service while maintaining top efficiency within a fast-paced team setting. Training and mentoring new employees. Leading in-store trainings for new coffee promotions. Closing and opening of store.
2017 – 2019	<b>Kitchen Supervisor, Fountaingrove Golf Club, Santa Rosa</b> Responsible for management and training of kitchen staff. Create recipes for new menu items, and train staff on proper preparation and presentation. Responsible for inventory and ordering of all ingredients. Resourcefully solve all issues as they arise.
2015 – 2017	<b>Assistant Store Manager, SoCo Coffee, Santa Rosa</b> Training and supervision of baristas to provide quality service. Inventory and ordering of all store supplies. Resolving customer complaints.
1/2015 – 10/2015	<b>Inbound Sales Representative, First American Home Warranty, Santa Rosa, CA</b> Responsible for meeting daily sales goals in a fast-paced, high-volume call center. Interacting professionally with customers. Consultative sales approach. Extensive customer service and de-escalation of customer complaints.
2013 – 2014	<b>Head Barista / Trainer, Holy Cow Coffee &amp; Tea, Sebastopol, CA</b> Responsible for providing exceptional customer service to high quality coffee culture clientele. Training of new employees in product knowledge and coffee palette.

### **TRAINING AND CERTIFICATION**

Full Stack Web Dev (Jan 2021) Food Handler Card, Leadership, Career Development, First Aid Certification, CPR Certification, Conservation Awareness, Basic Arbor Training, Basic Flood and Fire Training

**Trevor Pino**

11621 Grand Avenue, NE, Albuquerque, NM 87123

(707) 494-8864

[trevorpino@yahoo.com](mailto:trevorpino@yahoo.com)

**PROFESSIONAL REFERENCES:**

Seth Gallent, Fountaingrove Golf Club (707) 322-7020

Taylor Lambert, Holy Cow (707) 362-0049

David Brownlow, Starbucks (323) 240-4896