

Jason Diaz Jimenez

Computer Scientist, Online University Student

Killeen TX 76542
(254) 462-8384
ozzythedev@outlook.com

EXPERIENCE

Black Rifle Coffee Company, Harker Heights TX — Barista

March 2023 - PRESENT

- Expertly crafted and delivered a diverse range of specialty beverages, from espresso-based drinks to seasonal offerings, ensuring each product met strict quality standards and customer expectations.
- Provided top-tier customer service in a fast-paced, high-volume environment, both at the drive-thru and in-store, consistently receiving positive feedback for attention to detail and friendly demeanor.
- Spearheaded retail product sales, effectively upselling premium items including apparel, coffee beans, canned coffee, and limited-time promotions, contributing to a significant increase in store revenue.
- Maintained rigorous cleanliness and safety standards, playing a key role in passing all health inspections with commendation.
- Utilized strategic problem-solving skills during peak hours, streamlining operations to minimize wait times and enhance customer satisfaction without compromising service quality.
- Handled complex customer transactions with precision, ensuring accurate cash management and secure credit card processing.

Coffee Beanery, Killeen TX — Barista

May 2022 - February 2023

- Efficiently handled customer transactions, managing cash and credit payments with accuracy while delivering exceptional customer service in a high-traffic environment.
- Consistently crafted a wide variety of hot and cold beverages to exacting standards, achieving top-tier customer satisfaction scores.
- Fostered a welcoming and positive atmosphere, especially during peak hours, by maintaining an upbeat attitude and building rapport with customers.
- Ensured a spotless work environment by diligently cleaning counters, equipment, and seating areas, meeting all cleanliness and safety protocols.

SKILLS

Customer Service

Sales

Multitasking

Problem-Solving

Cash Handling

Cleanliness

Upselling

Organization

Communication

IT Troubleshooting

POS System Management

Microsoft Office Suite

Basic Networking

Database Management

CERTIFICATES

CompTIA ITF+ - Sept 2024

LANGUAGES

English -Fluent

EDUCATION

Killeen High School, Killeen TX — *High School Diploma*

May 2023

- Participated in high school band for four years, gaining strong proficiency in music theory, performance, and teamwork.
- Actively contributed as a member of the STEM Club, engaging in events such as science fairs, robotics competitions, and coding challenges.
- Elected as President of the STEM Club in senior year, leading meetings, organizing events, and collaborating with members to raise awareness of STEM education.
- Enrolled in the STEM Academy, completing advanced college-level coursework in subjects such as calculus, computer science, history, and English, building a robust foundation of knowledge and skills for future academic and career success.

Central Texas College, Killeen TX — *A.A Interdisciplinary Studies*

Aug 2024

- Developed a broad skill set by integrating coursework in multiple disciplines, including computer science, business, and communication, to create a well-rounded academic foundation.
- Completed projects that required the application of critical thinking, problem-solving, and collaboration skills across diverse fields of study.
- Emphasized adaptability and innovation by studying and applying concepts from various academic disciplines to solve complex, real-world problems.
- Focused on courses in STEM and business, blending technical skills like coding and data management with strategic thinking and organizational skills.