

Chelsea Borg

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Education

Massachusetts College of Art and Design Boston, MA **Sept 2014 – Present**
Graduating in Spring 2019 with a BFA in Graphic Design.

Acton Boxborough Regional High School Acton, MA **Aug 2010 – June 2014**

Experience

Trader Joe's – Crewmember Needham, MA **March 2018 – Present**
Tasked with being part of a team to restock produce, frozen food, deli, and grocery items, assist customers with knowledge and enthusiasm, prepare and serve food samples, and cashier duties.

Starbucks – Barista, Barista Trainer Boston, MA **March 2015 – May 2018**
Formed genuine bonds with customers over years of dedicated service in a face-paced, high-intensity environment.
Worked with a close-knit team to create a superior customer experience in alignment with brand standards. Prepared and served hot food and skillfully handcrafted beverages. Achieved the formal position of *Barista Trainer*, becoming the primary instructor for all new hires as part of the company's in-depth training program. As the store's dedicated tip distributor, handled cash tips and calculated weekly payouts.

Freelance – Graphic Designer, Illustrator Boston, MA **2010 – Present**
Completed projects for a variety of clients, working one-on-one to ensure I was meeting their specific needs. Types of work included logo design, album art, banner ads for social media, and apparel design. Past clients include the Discovery Museums in Acton, MA, Caribbean Integration Community Development of Boston, and a number of local musicians and bands.

Skills

Customer Service

My strength at Starbucks has always been my dedication to connecting and problem solving with the people who come into our store. I make sure that the customers' needs are always met in a way that is both efficient and personal. I always strive to deliver first-class service in any setting.

Training and Coaching

As a barista trainer, I use my ability to communicate my knowledge and enthusiasm about my job so that new hires can become quickly integrated into our team.

Food Handling

I have recieved extensive corporate training in allergy safety, foodborne illness prevention, and proper food storage. I've spent the last three years working at the Starbucks with the highest volume of food sales in my district. At Trader Joe's, I am responsible for properly dating and rotating out groceries.