

Jacob Rosario

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Profile

Enthusiastic customer-focused professional with experience delivering personalized service in fast-paced environments. Skilled at engaging customers, identifying their needs, and providing clear, tailored solutions. Strong collaborator who thrives in team settings and enjoys sharing knowledge to support others. Comfortable with technology and eager to deepen expertise in innovative technologies, products, and services. Committed to creating inclusive, welcoming experiences that build long-term customer loyalty.

Sales Experience

Barista – Starbucks | Vancouver, BC & San Francisco, California

Aug 2023 - Sept 2025

- Delivered exceptional customer service by efficiently handling 100+ transactions per shift, enhancing guest retention
- Memorized and executed 100+ drink recipes in a high-paced environment, increasing customer satisfaction and loyalty
- Supported team members during peak hours by taking on additional roles, ensuring smooth and efficient service
- Learned and mastered advanced point-of-sale systems and mobile order applications to streamline order processing

Sales Associate – Shoe Palace | San Francisco, California

Jun 2025 - Sept 2025

- Assisted 50+ customers daily, actively listening to their needs and ensuring each interaction ended with satisfaction
- Stayed informed on product trends and new releases to personalize recommendations and upsell items
- Consistently generated \$2,000+ in daily sales, contributing to store performance goals
- Collaborated with team members to deliver exceptional service in one of the busiest San Francisco districts during peak hours

Volleyball Experience

Assistant Coach & Technical Analyst – Vancouver College | Vancouver, BC

Sept 2025 - Present

- Analyze 5+ tournament matches weekly, identifying player trends and habits to recommend performance improvements
- Produce scouting reports on teams and execute countermeasures during practices and games
- Assist the coaching team in practices by leading drills, giving feedback, and personalizing approaches to meet players' needs
- Foster a collaborative and inclusive team environment, encouraging growth and development for all players

Head Coach – Hustle Volleyball Club | Burnaby, BC

Sept 2024 - May 2025

- Coached a beginner-level team in the 14U division, developing foundational skills that led to major improvements – from consistent losses to wins against top teams (15%+ increase in skills across all players)
- Introduced and implemented an efficient rotation system, building tactical understanding and on-court communication
- Competed at the National Level in Winnipeg against 50+ teams in 5 divisions, gaining high-level experience & exposure

Volleyball Captain – UBC Intramurals | Vancouver, BC

Sept 2023 - May 2025

- Organized and led a team of 8+ players through weekly competitive games during an 8 month period
- Promoted a supportive, high-effort culture that improved team cohesion and performance across the season
- Strengthened team communication, strategy, and morale to improve overall gameplay

Education

University of British Columbia

Bachelor of Science in Biology | Dean's List | Vancouver, BC

Graduated May 2025

Skills

- **Customer Service & Sales:** Experience delivering personalized service, identifying customer needs, and ensuring positive interactions in fast-paced environments (Starbucks, McDonald's)
- **Team Collaboration:** Proven ability to work effectively with diverse teams, sharing knowledge & supporting peers to meet goals
- **Technical Proficiency:** Familiarity with technology, including POS systems, mobile devices, and coding fundamentals (HTML, CSS, JavaScript, Python)
- **Communication:** Strong verbal and written communication skills, ensuring clarity when engaging with customers and colleagues
- **Attention to Detail:** Reliable in handling transactions, maintaining organization, and following processes accurately