

Cordelia Ocampo

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Key Highlights

- 10 months of barista experience, including pulling espresso, dosing espresso, making both espresso and tea-based beverages, and latte art.
- Excellent interpersonal skills gained through 4 years in customer service and retail positions.
- Exceptional written and verbal communication skills gained through previous experience in customer service and retail.
- Possesses excellent organizational skills and the ability to effectively manage multiple priorities in fast-paced environments.

Work Experience

Production Line Team Member – Righteous Gelato

March 2023 – June 2023

- Assembled and set up production line, including building machines, cleaning and sanitizing equipment ensuring smooth, safe, and efficient operation throughout the day.
- Worked with a tight-knit team in a fast-paced kitchen environment to produce gelato and ensured that targets were met, and that every pint met standards.

Busser/Barista – D6 Tabletop Café

May 2022 – March 2023

- Served guests with excellent customer service, as well as quick and efficient beverage and food preparation, ensuring a seamless and worry-free experience for all guests.
- Maintained the cleanliness of the café by cleaning dishes, bathrooms and board games, ensuring a positive experience for guests and team member.
- Collaborated extensively with multiple team members at a time, ensuring that all tasks were complete, and all guests were satisfied with their experience.

Sales Associate – 7-11 Gas Bar and Convenience Store

May 2021 – August 2021

- Provided guests with efficient service alongside team members, ensuring that guests' needs were satisfied in an extremely quick manner.
- Cleaned and maintained the store and self-service stations between customers, contributing to a sanitary and pleasant experience.
- Coordinated with a small team throughout the day, ensuring that the store was servicing guests with peak efficiency.

Education

Bachelor of Computer Information Systems – Mount Royal University

September 2020 – Present

- Anticipated Graduation Date: June 2024

Technical Skills & Achievements

- Excellent communication and presentation skills gained through collaborative school projects for multiple classes.
- Proficiency in Microsoft Office gained through extensive use in various computer science, humanities and business classes.
- Excellent ability to work in teams demonstrated through multiple group projects and assignments over academic career.