

Shay Allen

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PROFILE

College graduate with experience across numerous customer service positions as well as cash management and food service roles. Looking to expand barista experience from a small family-owned cafe to a national chain.

PROFESSIONAL EXPERIENCE

Barista

Perfect Pitch Coffeeshop, Nashville, TN | May 2019 - August 2021

- Greeted guests in a friendly and professional manner
- Handled register transactions and shop closing and opening duties
- Created a new, specialty vegan latte line that accounted for 5% of monthly sales

Intern

Hyatt Place Nashville Downtown, Nashville, TN | September 2018 - May 2019

- One of three applicants from a pool of 50 selected for the Emerging Leaders in Hospitality internship
- Experienced all roles of hotel management and operations, from front desk to food and beverage
- Mentored and supervised over 30 high-school students during short shadowing opportunities

Cashier

Target, Nashville, TN | June 2018 - May 2019

- Assisted customers in a courteous and pleasant fashion during the checkout process
- Processed customer payments, including credit cards, debit cards, EBT, and cash
- Maintained a balanced drawer throughout shifts to ensure no loss of income for the store

EDUCATION

Bachelor of Arts in Tourism and Hospitality Management

Middle Tennessee State University
Murfreesboro, TN, 2015 - 2019

GPA: 3.25/4.0

Member: Beta Gamma Sigma,
International Business Honor
Society

Noteworthy Coursework:

- Event Planning
- Food Service Management
- Fundamentals of Communication

KEY SKILLS

- Cash management
- Friendly and respectful customer service
- French press operation
- Coffee bean and grounds quality control
- Attention to detail