

MARIAM HASSAN

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Experienced and passionate barista with an 8-year track record creating bespoke beverages in leading coffee houses. Assertive and inspiring leader with a talent for explaining complex preparation protocols clearly and supportively, Outstanding customer service skills and able to work efficiently in a fast-paced environment.

EDUCATION

ASSOCIATE OF ARTS IN HOSPITALITY

Dr.Wallace E Boston School Of
Business, Charles Town, WV
September 2011 - June 2013

KEY SKILLS

- ◆ Sensory cup technology
- ◆ Latte art
- ◆ Milk texturing
- ◆ Customer service
- ◆ Training and mentoring
- ◆ Food hygiene

CERTIFICATIONS

- ◆ Specialty Coffee Association
Professional Diploma, July 2017

PROFESSIONAL EXPERIENCE

BARISTA

Ceremony Coffee Roasters,
Annapolis, MD
September 2017 - Present

- Prepare a broad range of hot and iced coffees following detailed specifications and pursue ongoing education to maintain knowledge of emerging preparation technologies
- Assist with onboarding up to 15 new hires per year and provide mentorship to help develop their understanding of coffee and milk preparation techniques
- Maintain a spotlessly clean food and beverage preparation area
- Greet customers professionally and make recommendations according to their preferences and dietary needs, achieving a 5-star satisfaction rating in 2020

BARISTA

Starbucks, Annapolis, MD
July 2013 ■ September 2017

- Prepared complex orders under intense pressure, reducing customer wait times by 43% over 3 years
- Performed stock takes and maintained accurate records, placing replenishment orders promptly to ensure availability
- Answered customer inquiries in-person and over the phone and leveraged detailed product knowledge to advise about potential allergens
- Worked collaboratively with a team of 5 colleagues to meet demanding productivity targets, exceeding 43% of team goals in 2016