

Mackenzie-Cole Davison

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EDUCATION

University of Central Florida <i>Bachelor of Art, Digital Media: Web and Interactive Platforms</i>	Graduated May, 2025 <i>Orlando, FL</i>
• GPA: 3.8/4.0, Magna Cum Laude , Bright Future's Scholar, Dean's List	

WORK EXPERIENCE

Starbucks Coffee Company <i>Shift Supervisor October, 2023 – Present</i>	Jan. 2020 – Present <i>Philadelphia, PA</i>
• Managed multiple concurrent daily operations by prioritizing tasks, staffing, and workflows to consistently meet operational deadlines .	
• Monitored performance and customer satisfaction metrics , resolving operational issues in real time and applying corrective actions that contributed to an improved customer satisfaction rating shown through customer surveys.	
• Maintained accurate inventory tracking and stock controls , identifying usage discrepancies and process gaps that reduced store waste by 13% while ensuring alignment with company procedures.	

Barista | January, 2020 – October, 2023

- Delivered exceptional customer service by preparing and serving beverages to brand standards, engaging customers, and maintaining a clean, efficient workspace.

Tropical Smoothie <i>Team Member</i>	Oct. 2021 – Jan. 2022 <i>Orlando, FL</i>
• Worked collaboratively with team members to prepare orders and communicate priorities, contributing to an efficient and customer-focused team environment.	

Pizza Hut <i>Delivery Driver</i>	Nov. 2018 – Jan. 2020 <i>Alachua, FL</i>
• Resolved delivery obstacles and customer concerns by adapting routes and communicating proactively, ensuring accurate, timely deliveries and maintaining customer satisfaction.	

ACADEMIC PROJECTS

KnightQuarters: React Native Social Media App <i>Backend Developer & Documentation Lead</i>	May 2025
• Designed backend data structures using PHP and MySQL, implementing access validation and integrity checks that supported a functional prototype .	
• Translated project requirements into structured task plans and timelines and wrote progress reports , ensuring deadline compliance and efficient team collaboration across a cross-functional 4-member team.	

Underground: Mobile Design Concept <i>User Researcher</i>	Dec. 2023
• Conducted qualitative user interviews, think-aloud protocols, and competitive research to identify usability gaps, translating findings into UX recommendations that prioritized simplified navigation and clearer task flows, resulting in an improved user-centered Figma prototype.	

SKILLS & TECHNOLOGIES

- Technologies:** Microsoft Excel/Outlook; Google Sheets/Drive
- Skills:** Time Management & Prioritization; Workflow Management; Database Management (Entry-level)