

Mackenzie-Cole Davison

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EDUCATION

University of Central Florida

Graduated May, 2025

Bachelor of Art, Digital Media: Web and Interactive Platforms

Orlando, FL

- **GPA: 3.8/4.0**, *Magna Cum Laude*, Bright Future's Scholar, Dean's List

WORK EXPERIENCE

Starbucks Coffee Company

Jan. 2020 – Present

Shift Supervisor | October, 2023 – Present

Philadelphia, PA

- **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

Oct. 2021 – Jan. 2022

Team Member

Orlando, FL

- Worked collaboratively with team members to prepare orders and communicate priorities, contributing to an efficient and customer-focused team environment.

Pizza Hut

Nov. 2018 – Jan. 2020

Delivery Driver

Alachua, FL

- 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](#)

May 2025

Backend Developer & Documentation Lead

- **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](#)

Dec. 2023

User Researcher

- **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)