

HUSTIN JEFFERS

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5+ year's customer service experience specializing in team environments with high expectations for excellent communication, response to customer requests, and process redesign.

WORK EXPERIENCE

Barista

Calvin Fletcher Coffee Company

December 2011 to Present

Strong customer-service-driven small business. Owners highly focused on customer relations. Primary responsibility is helping customers, engaging people, and creating lasting relationships.

- As a
 - team member who recognizes the importance of a quality product in a friendly environment, duties sometimes include managerial aspects, such as: opening, closing, training co-workers, and decision-making.
 - Personal strengths include speed, accuracy, and an ability to see and recommend potential improvements to the owners.
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Bicycle Courier, Potbelly

Calvin Fletcher Coffee Company

December 2011 to September 2014

Working in a high-stress, fast-paced environment where meeting customer expectations in a timely manner places the success of the business on the line, my focus was to get it right for the customer and the business while maintaining a pleasant manner relating to everyone.

- Recognizing the importance of growth for the business, I focused on marketing, customer service, and excellent delivery which resulted in an expansion of our catering team as well as an increase in sales. Across 3 years, we showed massive growth in our catering, with the highest sales in our company nationwide.
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EDUCATION

General Studies

Ivy Tech Community College

August 2009 to June 2011

High school diploma

Lawrence Central High School

August 2006 to June 2009

SKILLS

- **Software**
- **Microsoft Office Suite, POS systems, Mobile software, Windows/Mac/Linux software. Languages**
- **Experience in HTML; brief experience with CSS.**