

Brianna Dionisio

Barista | Café Associate | Customer Service

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Profile

Friendly and dependable customer service professional with experience in cafés, restaurants, and fast-paced environments. Skilled in multitasking, working under pressure, and creating positive guest experiences.

Education

Sept 2024 - Present

Centennial College of Applied Arts and Technology
– Software Engineering Technology

Skills

- Customer Service
- Time Management
- POS & Cash Handling
- Team Collaboration
- Microsoft Office & Adobe
- Fast Learner & Early Riser
- Social Media & Marketing

References

Available upon request.

Work Experience

Tearista / Team Lead

The Alley – Toronto, ON | May 2021 – Present

- Prepared bubble tea and beverages in a high-volume store
- Managed in-person and online orders with speed and accuracy
- Delivered outstanding service and worked closely with team
- Working in a fast paced environment, brewing teas, making drinks and toppings

Client Solutions Administrator

Mackenzie Investments – Toronto, ON | Dec 2021 – Sept 2024

- Handled client documentation and data management
- Managed email lists and evaluated client requests
- Worked collaboratively with a small team of people

Restaurant Supervisor

Jollibee – Toronto, ON | Sept 2020 – Dec 2021

- Supervised daily operations and trained new staff
- Managed store finances and monthly audits
- Handled customer complaints and social media promotions
- Pioneered the Yonge St location and helped the company with its first flagship store in Canada

Barista

Aroma Espresso Bar – Toronto, ON | Oct 2020 – June 2021

- Prepared coffee and food
- Handled POS and early shifts
- Provided friendly and efficient customer service