

Jamie Gist  
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## **Education**

**Rutgers University.** New Brunswick, NJ. Graduated May 2019.

*Bachelor Of Arts Degree*

Major in English, minor in Psychology

**Franklin High School.** Somerset, NJ. Graduated June 2015

*High School Diploma*

## **Work Experience**

### **Office Manager**

Eagle HVAC Repairs - New York, NY

December 2022 - February 2023

Answering phones, data entry, making appointments for new/returning customers. Responsible for phone, text, and email correspondence with current as well as future customers and clients. Checking and answering business emails. Creating invoices for customers and collecting payments. Corresponding with insurance to confirm which jobs need to be done and ensure that all documentation is correct and filed in a timely manner.

### **Independent Contractor**

Instawork

July 2022 - December 2022

Hospitality, warehouses, and food/customer service. Gig work. Ability to self-manage and good time management skills.

### **Shift Supervisor**

Hi-Fi Coffee Bar - Myrtle Beach, SC

September 2021 - June 2022

Making drinks and taking orders. Cash handling and upselling as customers ordered drinks. Directed a team of three during my shift, delegating tasks, and making sure everything got done in accordance to health code standards and on time with business hours. Training new employees. Greeted customers and made them feel welcome. Answering phones throughout the day and being able to answer questions and resolve customer concerns. Kept track of daily sales metrics and recorded it in writing. Proficiency in operating work computers and software in order to take orders and access any information needed to close my shift. Received orders when they were delivered, keeping track of important paperwork. Took product inventory and counts. Organized the floor as needed. Being polite and courteous while also getting the customer what they needed and resolving any issues that came up. Very fast-paced environment.

### **Barista**

Starbucks - New York, NY

March 2021 - August 2021

Greeting guests, offering polite, friendly, and speedy service. Emphasis on quality and ability to remake drinks or food items to proper standard if a customer was unsatisfied. Trained one new barista and coached my other teammates and offered support when they needed it.

### **Shift Supervisor**

Yogurt Mountain / Books-A-Million

September 2020 - February 2021

Cash handling, customer service, maintaining frozen yogurt machines with cleaning and keeping temperatures. Counting the till at the beginning and end of shift. Some assistant manager duties like taking inventory, placing orders, preparing the deposit for the end of the shift. Worked the floor solo or directed other employees. Helped on the sales floor in the bookstore side when needed.

### **Shift Supervisor**

Starbucks - Somerset, NJ

August 2018 - June 2020

Customer service, cleaning, cash handling. Keeping track of temperature logs, pastry counts, and inventory throughout the day. Also making sure all of that information was recorded at the proper time. Making sure everyone on my shift got their breaks when they needed to. Helped put away the weekly order when it arrived and organized the products as needed.

### **Barista**

Starbucks - New Brunswick, NJ

May 2016 - August 2018

Greeted guests. Provided polite, friendly, and speedy service. Emphasis on quality and ability to remake drinks or food items to proper standard if a customer was unsatisfied. Trained one new barista and coached my other teammates and offered support when they needed it. Trained new baristas to where they'd be prepared to feel confident working in a fast-paced, high volume store.