

JEROME FERNANDO

(669) 241-9051

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SKILLS

- ❖ Excellent communication skills
- ❖ Strong work ethic
- ❖ Outgoing personality
- ❖ Highly organized
- ❖ Fast learner and flexible
- ❖ Ability to work under pressure
- ❖ Ability to multitask
- ❖ Team work and collaboration
- ❖ Fluent in English and Tagalog

WORK EXPERIENCE

Starbucks

Santa Clara, CA

Barista

Oct 2014 – June 2019

Being a Starbucks barista taught me to prioritize and manage different responsibilities. One of these was managing the front of the store, taking orders, and making the highest quality of drinks in an efficient manner. I also learned to be flexible working off the bar as well on different tasks like cleaning, stocking and organizing, adapting to any specific tasks management needs done. This requires a lot of communication and collaboration between coworkers in order to provide the best service possible to customers. Working in a high intensity atmosphere, such as with an overflow of customers, allowed me to stay calm and quickly problem solve for solutions to guarantee excellent customer service. I was chosen as Partner of the Quarter for my efforts and as the representative for my store in the District Barista Championships.

K1 Speed

Santa Clara, CA

Track Operator / Front Desk / Paddock Lounge Cook

Sept 2018 – Present

Working at K1 Speed has further honed my capability of being flexible while delivering the highest quality service. I am tasked with manning the front desk area, where I guide racers in the registration process, inform them of the latest promotions, assigning racers into each of their allotted time slots for racing, and assist in group parties, making sure that their needs are met. I am also cross-trained to work inside the track area, where I inform the racers of the safety rules and regulations that are enforced, ensure that the go karts are properly charged and ready for use, and most importantly, a task called mastering, wherein I observe the race and control the speed of the go karts to make sure that racers are safe and are following the rules and regulations, and use the appropriate flag for whatever situation occurs during the course of the race, and the Paddock Lounge, where I ensure that all food is safely prepared and made fresh, and that all ingredients are properly stored and labeled.

Hub's Coffee

San Jose, CA

Barista

Oct 2019 – July 2020

Using my previous experience as a Starbucks barista, I help elevate the customer experience at Hub's Coffee. I am tasked with the closing duties of the coffee shop such as stocking up on supplies, food ingredients and coffee products, cleaning the seating area, inside bar area, outside patio, kitchen, and restrooms, all while providing the highest quality coffee and food to customers. I also collaborate with the owners of the coffee shop with brainstorming for ideas on how to increase sales such as creating special promotions and the formulation of new drink and foods, and how to improve overall customer experience.

VOLUNTEER/LEADERSHIP EXPERIENCE

Good Shepherd Community Church

Milpitas, CA

As one of the youth and worship leaders at Good Shepherd Community Church, I gained a lot of valuable leadership skills. As a youth leader, I prepare messages for Friday night bible studies, organize events and plan activities such as youth camp with my fellow leaders. A great leadership opportunity I had was to organize a basketball tournament fundraiser with 5 other churches. This taught me a lot about how to prepare logistics on such a large scale, keep communication between different groups of people and ensure a successful event. I was also tasked of being a camp director at the church's annual family camp, taking care of all the logistics of the event, preparing all the activities for all members to get engaged, the messages for different age groups that align with the camp's theme and message, and ensuring that all members are taken care of during the course of our stay in the camp site.

EDUCATION

Immaculate Conception Cathedral School

High School Diploma

❖ 3.7 GPA

Mission College

❖ 2.5 GPA

REFERENCES

Tiffany George

District Manager - Starbucks

(650) 722-0968

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Amy Tanaka

Manager – K1 Speed

(408) 335-9214

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Alfredo Fernando

Owner & Manager – Hub's Coffee

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Pastor Daryl Purificacion

Ministry Director for the Next Generation – Good Shepherd Community Church

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