

JESSICA NELSEN

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SUMMARY

Organized, independent worker with strong time management skills. Detail-oriented and able to learn new tasks quickly and effectively. Restaurant professional with thirteen years of experience in supervising and training.

SKILLS

Exceptional interpersonal skills. Understanding of computer programs such as Microsoft Word. Experience with staff management. Extensive hospitality background.

EXPERIENCE**INTERN, MACARTHUR MEMORIAL**

Worked to preserve large portions of the memorial's collection. Assisted with integrating artifacts into a digital database. Researched artifacts for an upcoming exhibit.

SHIFT SUPERVISOR, STARBUCKS COFFEE COMPANY — 2012-PRESENT

Routinely practiced data entry for product tracking. Assisted guests with making menu choices in an informative and helpful fashion. Managed closing duties, including reconciliation of the cash safe. Effectively used items in stock to decrease waste and profit loss. Placed major orders for product. Coached partners in correct barista techniques and customer service standards. Won multiple sales contests designed to increase store profit.

SERVER TRAINER, CALIFORNIA PIZZA KITCHEN — 2002-2012

Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Appropriately suggested additional items to customers to increase restaurant sales. Consistently adhered to quality expectations and standards. Demonstrated awareness of liability issues and the law by following food safety precautions and by confirming legal drinking age. Trained new staff members with detailed, interactive training techniques according to corporate policy. Regularly set up and participated in front of house contests to increase sales.

ACCOMPLISHMENTS**STARBUCKS COFFEE COMPANY**

Awarded "Partner of the Quarter" in 2012, 2015, and 2016.

EDUCATION**BACHELOR OF ARTS, HISTORY**

Old Dominion University — Norfolk, VA

Graduated Magna Cum Laude in 2016.

ASSOCIATE OF SCIENCE, SOCIAL SCIENCES

Tidewater Community College — Virginia Beach, VA

Graduated Magna Cum Laude in 2012.

