

Jaimie Samantha Valle

Bilingual Full Stack Web Developer and anthropology student with three years experience in customer service, small business operations, and the restaurant industry.

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EXPERIENCE:

Moore Coffee

Barista

Seattle, WA, November 2019 – Present

- To consistently provide guests with the best espresso experience and efficient, friendly, high-level customer experience.
- Created an organized environment by restocking/cleaning daily and especially after closing and taking inventory once a week.
- Responsibility to distribute schedules and memos made by manager which in turn made the work environment a stable one.
- Became a keyholder in a month of working there by providing excellent service and responsible in my duties.

Greek Isles

Server

Dallas, TX, August 2019– October 2019

- Responsible for taking customers orders and ensuring customer satisfaction.
- Successfully solve customer conflict and complaints when mistakes were made with orders and payments.
- Built and maintained customer relationships, leading to having my own regulars.

The Henry

Barista

Dallas, Tx, February 2019 – August 2019

- Prepare all types of house beverages from coffee, tea to hot chocolate.
- Flexible schedule that allowed me to be an open and closer and responsible of taking inventory every week.
- Managed training for new baristas, making sure to educate them on drinks, milk temps, cash register and customer service.
- Involved in register switches, making sure registers were equaled out and all payouts were made

PetSmart

Pet Care

Plano, TX, November 2017 – August 2018

- Making sales by educating customers on products and services the company provided which led me be Employee of the Month and top salesperson.
- Served as a mentor, training new employees on animals and products making sure they felt secure in their knowledge of their responsibilities and duties.
- Ensure cleanliness of work area and animal habitats.
- Feed and interact with animals constantly, checking them on their health and taking the to the vet when necessary and administering any medication needed.
- Created a positive environment for pets and their families when holding our bi-weekly Saturday events.

EDUCATION:

Southern New Hampshire University,
Manchester, NH, *Bachelor in Anthropology*

University of Washington,
Seattle, WA, *Full Stack Web Developer Certificate*

PROFICIENCIES:

| Bilingual (English, Spanish) | Customer service |
Proficient with social media platforms: Slack,
Instagram, Zoom etc. | Microsoft Excel | PowerPoint |
JavaScript | HTML/CSS | Full Flex Web Developer |
React | MySQL | Mongo | NodeJS