Jaimie Samantha Valle

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**Bilingual coding and anthropology student with three years** **experience** in customer service, small business operations, and the restaurant industry.

**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:**

**Sou****thern New Hampshire** **University,** Manchester, NH, *Bachelor in Anthropology*

**University of Washington,**

Seattle, WA, *Coding Bootcamp 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