

Makda Girmay

Toronto, ON
(647) 962-1994
makdagirmay4@gmail.com

EXPERIENCE

Starbucks Coffee Company, Toronto ON — Shift Supervisor

September 2017 - PRESENT

- Lead and managed a team of 15-20 members, performing managerial duties and ensuring business operations are fulfilled.
- Held the titles of cash manager and key holder.
- Oversaw and coordinated the daily schedules of 5-15 people.
- Addressed customer concerns and cultivated a wonderful customer experience.
- Played an integral role in helping the store achieve the highest customer service score in the district.
- Coordinated with internal departments to maximize operational efficiency across production and administrative areas.

Starbucks Coffee Company, Toronto ON — Barista

December 2015 - September 2017

- Effectively oversaw and promoted store products.
- Maintained a clean and organized workplace.
- Resolved customer disputes with tact and professionalism.
- Managed morning rush of over 700 customers daily with efficient, level headed customer service.
- Prepared more than 500 drinks per shift with high accuracy and consistently strong customer satisfaction.

LMG Global, Toronto ON — Sales Trainer

January 2014 - December 2014

- Directed meetings regarding new product information.
- Liaised with Human Resources to assist in filling open sales positions and ensuring seamless onboarding of new hires.
- Trained and mentored all sales team members and offered continuous support for professional development.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.

SKILLS

Business Administration

Business operations

Marketing and sales

Planning and coordination

Team management

HTML, CSS, Java Script

MS Office

First Aid/CPR

Project organization

Social media

Conflict mediation

Adobe software packages

Customer-oriented

Google Analytics

AWARDS

Rising Star award - 2014 LMG Global

LANGUAGES

-HTML, CSS, C Language,

Java Script

-Tigrinya

-Dutch

EDUCATION

George Brown College, Toronto, ON — *Advanced Diploma Business Administration And Marketing*

Graduated June 2017

Major in Marketing

Minor in Digital media

Minor in Psychology

PROJECTS

Maks Girmay Photography— Photographer

- Managed social media accounts by composing content, engaging with followers in comments, monitoring activities and researching trends.
- Authored press releases and communications materials to share vital information and promote intended messages.
- Devised public relations strategies to engage with and influence the general public in support of accomplishing business objectives and boosting revenues.