

# MARCELO PONCE

Toronto, ON

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## EDUCATION

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**University of Toronto, Mississauga (UTM)**  
Honours Bachelor of Science (HBSoc) — CGPA: 3.03  
Computer Science Specialist, Minor in Mathematics

*September 2019 - Present*

## CERTIFICATIONS & TECHNICAL SKILLS

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**Certifications:** Smart Serve Certified

*January 2020*

**Espresso Equipment Operation:** Nuova Simonelli Aurelia Wave II, Nuova Simonelli Mythos One

## EXPERIENCE

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### Barista

March 2023 - Present

*Claudia's Coffee*

*Toronto, ON*

- Prepared classic Italian style espresso drinks, filter coffee, and specialty seasonal beverages, increasing peak-hour efficiency.
- Maintained and cleaned equipment daily, ensuring consistent performance and quality.
- Collaborated with team members to streamline opening and closing duties, optimizing restocking and organization.
- Delivered personalized service, enhancing customer satisfaction and loyalty.

### Barista

January 2022 - March 2023

*Touti Gelati*

*Toronto, ON*

- Prepared over 30 beverages and desserts daily, maintaining high quality and presentation standards.
- Enhanced customer experience by providing tailored recommendations for gelato and specialty drinks.
- Managed inventory for daily operations, ensuring availability of ingredients during peak hours.

### Cashier

April 2020 - January 2022

*Burrito Boyz*

*Toronto, ON*

- Streamlined order preparation for a 5-person team.
- Coordinated team efforts to ensure accurate and timely order fulfillment, resolving any workflow bottlenecks.
- Monitored order progress, addressed customer complaints, and ensured a seamless customer experience.
- Supported food preparation and assembly during high-demand periods.

### Server & Host

June 2018 - April 2020

*The Manor Village*

*Calgary, AB*

- Managed simultaneous table service for 20+ residents, ensuring dietary needs and preferences were met.
- Assisted kitchen staff with food preparation, dishwashing, and overall cleanliness.
- Processed cash payments and served alcoholic beverages in compliance with regulations.

## LANGUAGES

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**English** Advanced

**Spanish** Native