

# Rami Shoula

Barista

## 👤 Profile

Highly motivated and focused Barista with over 5+ experience in the food/drink service industry, specifically in coffee shop environments. Experienced customer service professional adept at utilizing knowledge of both the coffee industry and customer service industry to successfully manage operations and create pleasing beverages. Accustomed to adhering to company standards, and treating all customers with kindness and hospitality. An adaptive team player with a passion for good coffee and satisfied customers.

## 📁 Employment History

### Barista at Luck Bros' Coffee House, Columbus

March 2010 — Present

- Created espresso drinks and custom drink orders.
- Completed daily inventory and ordering.
- Trained new employees in store policy and procedures.
- Organized events such as open mic nights and musical acts with local artists.
- Completed customer orders with strict adherence to coffee house recipes to deliver consistent quality and optimize customer satisfaction.

### Barista And Cashier at Starbucks, Columbus

September 2006 — July 2010

- Provided the highest level of customer service at every shift.
- Educated customers about new drink options or recommendations based on their likes and dislikes.
- Prepared large batch hot and cold brew coffee daily as well as specialty coffee and tea.
- Quickly and accurately handled financial transactions of all types

## 🎓 Education

### Bachelor of Marketing, Ohio State University, Columbus

August 2006 — December 2010

### High School Diploma, Northland High School, Columbus

September 2002 — May 2006

## 🗨 References

### Sophie Bolles from Luck Bros' Coffee House

[sbolles@gmail.com](mailto:sbolles@gmail.com) · (614) 299-9330

### Dylan Moriarty from Ohio State University

[moriarty@osu.edu](mailto:moriarty@osu.edu) · (614) 292-1667

## Details

[romioshoula@gmail.com](mailto:romioshoula@gmail.com)

## Skills

Excellent Customer Service Skills

Knowledge of Coffee

Friendly and Outgoing Attitude

Inventory Management

Mathematical Skills

Multitasking Skills