

Skanda Williams

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Summary

Customer-facing barista with 4 years of experience handling multiple items from the same customer or different customers with quick and efficient service.

Skills

Barista Experience, Communication Skills, Restaurant Experience, Coffee Experience, Food Service, Sanitation, English

Experience

Barista

Almond Heights Bakery • Chicago, Illinois

March 2020 - Present

- Handmade a latte for a customer in 2 minutes and 40 seconds with a professional pour, maintaining a perfect temperature of 195 degrees F
- Learned the popular drink names and measured out ingredients to make drinks correctly, resulting in a \$250.00 increase in monthly revenue
- Maintained a clean and organized work station, while responding to customer requests accurately and in a timely manner
- Provided personalized service to customers, including answering questions and helping them choose their drink
- Remembered to close the lid on the coffee maker when preparing multiple drinks, preventing customers from burning themselves

Front Desk Attendant

Silver Systems • Chicago, Illinois

December 2018

- Trained 22 new employees on how to properly greet and interact with guests
- Attended 25 customer service training sessions in the past year, increasing average call handling time by 25%
- Maintained a clean desk, an effective filing system and organized supplies
- Maintained excellent communication with coworkers and customers
- Ensured guests were provided with excellent customer service each day, and helped retreat guests when necessary
- Provided guest services to guests with chronic illnesses
- Managed a scheduling system for 14 employees, ensuring that staff was not overworked or understaffed
- Increased employee morale by 15%
- Provided excellent customer service to customers on a consistent basis

Customer Service Associate

Halfway Healthcare • Chicago, Illinois

June 2017

- Handled sales queries from customers and reported them to the sales department, increasing the average order value by 30%
- Outlined the company's policies and procedures and trained new customer service representatives
- Provided technical support and answered customer service queries for 24 hours per week
- Handled a high volume of customer service calls related to general product and service questions, resolving issues with product usage, billing and shipping issues

Education

Ethical Hacking - Cyber Security diploma

- Stanford University, California

Achievements

- University topper for ethical hacking
- Cracked firewall at top company
- Got highest package of the decade from the CEO