

# Atalya Gonzalez

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## Relevant Work Experience

### **Lead Barista, Champagne Poetry Patisserie**

March 2025-September 2025

Owned entire client interaction process, clearly explaining unfamiliar concepts and providing follow-ups; Independently handled a wide spectrum of ambiguous operational challenges, highlighting sound judgment in a fast-paced environment; Initiated device troubleshooting, payment inquiries, and complaint resolutions; Surpassed sales goals by 59% daily.

### **Receptionist/Administrative Assistant, JLL (Supporting Google)**

May 2022-April 2023

Rapidly input vendor and colleague information into internal Google Sheets file; Wrote and modified receptionist, web administration SOPs to reduce discrepancies in research, service, and knowledge bases; Maintained a meticulously organized space to ensure high efficiency.

### **Lead Bookseller, Barnes & Noble**

May 2019-August 2021

Effectively articulated complex problems with accessible and empathetic language, including highly sensitive topics; Led members through troubleshooting and account issues, leaving questions open-ended for a more personalized solution; Partnered with additional teams to train new hires on all store procedures & policies.

## Education

CUNY-Hunter College  
**Bachelor of Art, English**

## Skills

Food Handling	Communication	POS Systems (Toast, Square)
Problem Solving	Inventory Management	MS Office