

Leah Kliem

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Professional Summary

As a people focused customer service professional with experience in both the restaurant industry and ELOP after-school programming, I bring a strong commitment to creating positive, supportive environments. I have taken on leadership roles that involve guiding teams, managing daily operations, and ensuring high quality service for customers, students, and families. Through clear communication, collaboration, and hands-on leadership, I contribute to strong team performance, positive experiences, and trusted relationships with both internal teams and the communities I serve.

Authorized to work in the US for any employer

Work Experience

After School Program Manager

Panama-Buena Vista Union School District-Bakersfield, CA

June 2024 to January 2026

Oversaw daily after-school programming for TK-6th grade students, ensuring a safe, structured, and supportive environment. Supervised and supported staff, coordinated schedules, and maintained smooth daily operations. Provided positive behavior support and helped students develop social and emotional skills. Communicated regularly with families, teachers, and school staff to support student needs. Managed attendance, activities, and program logistics with organization and care.

Inventory Specialist

Restaurant Depot-Bakersfield, CA

April 2022 to June 2024

In my role at Restaurant Depot, I served as a cashier, performing daily tasks such as processing guest transactions, handling phone inquiries, and delivering exemplary customer service. Membership enrollment, involving the verification of licenses, constituted a significant part of my responsibilities throughout the day. The management of the front end operations also fell under my purview, and I collaborated closely with my team to ensure seamless daily outcomes. Additionally, I attained a promotion to the position of assistant deli manager a few months ago.

Server

Cracker Barrel-Bakersfield, CA

July 2022 to February 2023

As a guest services representative, I am responsible for the initial and concluding interactions with guests upon their arrival at our restaurant. Duties include seating guests, processing ticket transactions following their dining experience, overseeing restaurant operations, managing the retail department within the store, and coordinating Togo services.

Barista

Starbucks-Bakersfield, CA

January 2022 to September 2022

Customer needs, registers, drive-thru operations, drink preparation, and the provision of exemplary customer service are all attended to in my role. Exceptional customer service is consistently delivered in the fulfillment of these responsibilities.

Education

Clinical Psychology (Bachelor of Arts)

University of Hawaii at Manoa-Honolulu, HI

December 2025 to Present

Psychology (Associate's degree)

Taft College-Taft, CA

June 2024 to December 2025

High school diploma

Mojave River Academy-Bakersfield, CA

August 2017 to May 2019

Skills

- Inventory control
- iOS
- Food & beverage industry
- Processing cash transactions
- Homework assistance
- Nutrition
- Serving
- Food hygiene
- Basic math
- Leadership
- Boiling cooking technique
- Phone etiquette
- Culinary experience
- Clean workspace maintenance
- Meal preparation
- Teamwork
- Sautéing
- POS systems
- Slicing (cutting method)
- Activity-based lessons (early childhood general education)
- Food supply stocking
- Multitasking
- Hospitality

- Baking
- Interpersonal skills
- Retail sales transactions
- Communication skills
- Coffee experience
- Montessori teaching method
- Quick service & fast food restaurant
- Food industry
- Food allergen management
- Guest services
- Childcare
- Café
- Barista experience
- Store opening/closing procedures
- Espresso coffee making
- Microsoft Excel
- Infant care
- Food handling
- Mopping
- Food preparation
- Time management
- Cold brew coffee making
- Guest relations
- Restaurant experience
- Coffee shop
- POS
- OpenTable
- Attention to detail
- Food service workstation sanitization
- Customer service
- Greeting customers
- Cashiering
- Organizational skills
- Food safety

Certifications and Licenses

Food Handler Certification

CPR Certification

ServSafe Food Handler Certification

Driver's License

BLS Certification