

# Stephanie Robinson

stephanie.robinson0613@gmail.com  
Spring, Texas

## Education

Hillcrest High School • Simpsonville, SC

06/2020

- Passed all Seven AP courses taken during school, Including AP Physics I, AP Macroeconomics, and AP Environmental Science.
- Completed English a year early, studying material for the next grade level as early as 8th grade.
- Well-accomplished as a singer in choir, participating in the Greenville-County Honors Choir and the SC All-State Choir two years in a row, and receiving \$20,000 in scholarship money to study music at Newberry College.

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## Skills

Customer service, Food service, Time management, Communication skills, Computer literacy

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## Experience

### Barista

Starbucks • The Woodlands, TX

10/2021 - Present

- Create handcrafted beverages and food items at a premium quality for customers as needed in a timely manner
  - Beverages include: Espresso and Espresso-related drinks (i.e. Cappuccinos, Lattes, Flat Whites, Espresso/Latte Macchiatos), Batch-brewed coffees, pour-over brews, and per-order Clover Machine brews (Located at select Starbucks locations to make specialized Reserve Roast coffee at the highest possible quality).
- Create coffee, milk, whipped cream, food, and syrup backups at the beginning of the day to be fully prepared for peak hours.
- At previous locations, I handled logistical tasks such as pulling frozen product for next day sales, marking pulled products with appropriate expiration dates, and handling portions of our product count with my shift supervisor.
- At my current store, I worked with my team to create a very pleasant and enjoyable experience for our customers, as reflected in our standings with customer connection scores, ranking #1 in our district multiple times.
- Earned the Partner of the Quarter award for 2022 Quarter 3; a barista-lead award that shows who consistently showed leadership, barista craftsmanship, and excelled at bringing quality service to our customers.

### Concessions Captain

Newberry Opera House • Newberry, SC

10/2020 - 04/2021

- Serve chilled select room-temp beverages to opera house patrons before and during show hours.
- Followed and maintained carding and alcohol standards laid out by the SC PREP certification process.
- Assisted management in maintaining social distancing during the pandemic.
- Maintained the entire product stock by performing weekly inventory counts, assisting the Concessions Supervisor with product orders, and kept all products in order following First In, First Out procedures.
- As a relatively new member of the Opera House, I was given the wonderful opportunity to conduct an interview with world-renowned musicians Michael Thurber and Tessa Lark for the mid-season release of our show calendar.

### Crew Leader

Sonic Drive-In • Simpsonville, SC

07/2019 - 08/2020

- Assisted in all areas of the store during peak hours.

- Trained new crew members within their position when possible.
- Ensured the store and surrounding property was kept clean in regular intervals.
- Pulled, prepared, and stocked product for staff members
- Provided aide for the manger on duty in delegating tasks to the crew members.
- Handled low-level issues between employees, customers, and/or operating equipment.
- Contributed to a high-level of customer satisfaction through friendly customer service and prompt assistance.
- Through strong delegation and demonstrated capability in all areas of the store, I was became eligible to become an assistant manager, and was only not allowed due to the labor issues during the COVID-19 pandemic.