

Olivia Mitchell

Coffee Shop Manager

Passionate and experienced coffee enthusiast with a proven track record in coffee shop management. Seeking the coffee shop manager position at Mothership Coffee Roasters to utilize my skills in team leadership, customer service, and business operations to create an exceptional coffee shop experience for patrons.

WORK EXPERIENCE

Grouchy John's Coffee Shop

Assistant Coffee Shop Manager

Las Vegas, NV | 2019 - current

- Assisted in the day-to-day operations of the coffee shop, ensuring smooth workflow for staff, and operations for clients
- Trained and supervised a team of baristas, ensuring excellent customer service, and **reduced onboarding by process by 46%**
- Managed inventory using Upserve Inventory, optimizing stock levels and reducing wastage by 61%
- Utilized Deputy scheduling software to create efficient work schedules and manage employee time tracking, which reduced schedule clashes by 97%
- Implemented HubSpot CRM to enhance customer engagement, track preferences, and **improve loyalty programs, increasing customer retention by 89%**
- Oversaw financial transactions and bookkeeping tasks using QuickBooks, reducing discrepancies and maintaining 99% accuracy

Sunrise Coffee

Barista

Las Vegas, NV | 2016 - 2019

- Prepared and served high-quality coffee beverages to customers, consistently exceeding expectations
- Provided exceptional customer service, ensuring a welcoming and comfortable environment for the customers
- Upskilled in various coffee brewing methods and **maintained knowledge of coffee origins and flavors, enhancing customer's experience at the coffee shop by 71%**
- Assisted in the development and execution of coffee-related events and promotions, which promoted sense of community and collaborations by 59%
- Executed Buffer for social media management, enhancing the coffee shop's online presence and customer engagement by 19%
- Collaborated with the roasting team, utilizing Diedrich Roasters to **maintain coffee quality and freshness, enhancing positive reviews from clients by 78%**

o.mitchell@email.com

(123) 456-7890

Las Vegas, NV

[LinkedIn](#)

SKILLS

- Toast
- Upserve Inventory
- Deputy
- HubSpot CRM
- QuickBooks
- Diedrich Roasters
- Cisco Meraki
- ADT
- Revel Digital
- Buffer

EDUCATION

**Bachelor of Science
Hospitality
Management**

University of Nevada,
Las Vegas

2012 - 2016

Las Vegas, NV