

Eileen Telle

Coffee Shop Worker

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Pittsburgh, PA

[LinkedIn](#)

WORK EXPERIENCE

Coffeemia - Coffee Shop Worker

2016 - current

Pittsburgh, PA

- Worked with 2 baristas to prepare drinks, readied ingredients, topped specialty drinks with custom finishes, and prepared drinks unassisted during peak hours
- Recorded orders, processed transactions, and ***served beverages and breakfast items to more than 120 dine-in guests per shift***
- Determined prep items that were low, and ensured baristas had ingredients and clean appliances
- Washed dishes, performed routine maintenance on espresso machines, and restocked coffee bar and barista supplies
- Assisted in inventories 2 times a month, organized deliveries in the stockroom, and reported inconsistencies to management

Bluestone Lane - Coffee Shop Worker

2010 - 2016

Pittsburgh, PA

- Floated through the shop to ensure guest satisfaction, offering refills, providing extra napkins, and clearing dishes and trash
- Opened and closed shop, counting and preparing cash drawer, cleaning and maintaining coffee bar, and locking doors
- Assisted baristas by measuring ingredients, blending drinks, and plating pastries to decrease wait time by 3 minutes
- Described menu items and answered questions, entered orders, and ***received and processed payments for 100+ guests per day***
- Received and unpacked deliveries, checked invoices, and distributed stock to kitchen to maintain supply

Care.com - Housekeeper

2008 - 2010

Pittsburgh, PA

- Cleaned, organized, and replenished supplies and materials for more than 30 homes per month
- Dusted, vacuumed, swept, and mopped, washed windows, cleaned bathrooms and kitchen, changed linens, and washed laundry, noting when supplies' inventory dropped below 15%
- Maintained trust and confidence with clients, ***earning a client satisfaction score of 92%***

EDUCATION

Quaker Valley High School - High school diploma

2004 - 2008

Leetsdale, PA

SKILLS

Compassionate; Customer Service; Adaptable; Problem-solving; Bilingual (Spanish); Collaboration