






Johnathan Walker

Barista

CONTACT

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 Chicago, IL

EDUCATION

Associate of Science in Hospitality Management

City College of Chicago, IL | Graduated: May 2019

Barista Training Certification

Coffee Education Academy, Chicago, IL | Completed: January 2020

PROFESSIONAL SUMMARY

Motivated and skilled Starbucks Barista with experience in high-volume coffee shops. Proficient in preparing specialty beverages, customer service, and team collaboration. Dedicated to providing exceptional service while adhering to Starbucks standards.

EXPERIENCE

Barista 2021 - Now Starbucks, Chicago, IL

- Prepare a wide variety of espresso-based beverages, including custom lattes, cappuccinos, and seasonal drinks, maintaining consistency in quality across all orders.
- Provide exceptional customer service, engaging with customers, resolving concerns, and building long-term relationships, which contributed to a 20% increase in customer retention.
- Manage cash register and process daily sales transactions totaling over \$2,500, ensuring all transactions were accurate and compliant with store policies.
- Assist in the management of daily inventory, including placing orders for coffee beans, milk, and other supplies, ensuring stock levels were maintained and reducing waste by 15%.

Barista 2019 - 2021 The Coffee Shop, Chicago, IL

- Delivered outstanding customer service, ensuring timely beverage preparation and addressing customer inquiries, resulting in improved customer feedback and repeat business.
- Prepared over 100 beverages daily, adhering to precise recipes and creating a welcoming atmosphere for customers.
- Trained new hires on company protocols, beverage preparation techniques, and customer service expectations, contributing to faster onboarding and improved team performance.
- Handled cash transactions and maintained cleanliness of workstations, ensuring compliance with safety and hygiene regulations.

★ SKILLS

Espresso machine operation	★★★★★
Customer service and problem-solving	★★★★★
Cash handling and POS systems	★★★★★
Beverage preparation and recipe execution	★★★★★