

Karoline Svejkovsky

Assistant Coffee Shop Manager

✉ karoline.svejkovsky@gmail.com

☎ (228) 928-1899

📍 North Spring Street, Fayetteville, AR 72701

EDUCATION

High School Diploma at Mount St. Mary Academy, Little Rock, AR

Sep 2013 - May 2017

The High School Diploma coursework covers a variety of topics including English, Math, Science, and Social Studies.

LINKS

[linkedin.com/in/karolinesvejkovsky](https://www.linkedin.com/in/karolinesvejkovsky)

SKILLS

Customer service

Cash handling

Food preparation

Barista skills

Inventory management

Scheduling

LANGUAGES

English

Spanish

HOBBIES

Organizing

Crafting

Baking

PROFILE

I have over 5 years of experience in the coffee shop industry. I am a hard worker and take pride in my work. I am an excellent communicator and have a strong customer service background. I am also proficient in Microsoft Office and POS systems.

EMPLOYMENT HISTORY

● Assistant Coffee Shop Manager at Dunkin' Donuts, AR

Jun 2022 - Present

- Decreased cost of goods by 10% through improved inventory management.
- Increased sales by 15% through introduction of new menu items.
- Developed and implemented training program for new baristas, resulting in 25% decrease in turnover.
- Created system for tracking customer preferences and complaints, leading to a 5% increase in customer satisfaction.
- Decreased waste by 3% through implementation of proper portion control.

● Assistant Coffee Shop Manager Trainee at Starbucks, AR

Jul 2017 - May 2022

- Successfully completed training program and became an assistant manager.
- Managed a team of 4 baristas and 2 shift leaders.
- Opened and closed the store on assigned days.
- Answered customer inquiries and resolved complaints in a professional manner.
- Maintained cleanliness throughout the store.

CERTIFICATES

Certified Barista

Feb 2021

Certified Coffee Shop Manager

Jun 2019

MEMBERSHIPS

National Restaurant Association

National Coffee Association