

SHELANDA CARANTO

Coffee House Manager

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(185) 231-4746

Maple St, New Orleans, LA 70117



PROFILE

I have over 5 years of experience as a Coffee House Manager. I am responsible for managing all aspects of the coffee shop, including hiring and training employees, developing marketing plans, overseeing inventory and product quality control, and maintaining financial records. I have a proven track record in increasing sales and profitability through effective management practices. My interpersonal skills are excellent, allowing me to build strong relationships with customers, vendors, and staff. I am highly organized and efficient in my work habits, which helps to keep the coffee shop running smoothly on a day-to-day basis.

LINKS

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

SKILLS

Customer service

Food and beverage preparation

Menu development

Inventory management

Cost control

Marketing and promotions

Staff training and development

LANGUAGES

English

Spanish

EMPLOYMENT HISTORY

Coffee House Manager at Cafe du Monde, LA

May 2022 - Present

- Hired and trained a team of 15 baristas, increasing coffee shop productivity by 30%.
- Implemented new systems for managing inventory and supplies, resulting in a 10% decrease in costs.
- Increased customer satisfaction ratings by 20% through improved customer service initiatives.
- Designed and executed promotional campaigns that increased sales by 15%.
- Partnered with local businesses to create a loyalty program that boosted repeat business by 25%.

Assistant Coffee House Manager at PJ's Coffee, LA

Sep 2017 - Apr 2022

- Hired and trained a team of 5 baristas, who consistently received positive feedback from customers.
- Implemented new systems and procedures that reduced waste by 20%.
- Developed and implemented a marketing campaign that increased coffee sales by 15%.
- Negotiated with suppliers to secure lower prices for coffee beans and other supplies, resulting in a 10% decrease in overall costs.
- Managed the budget for the coffee shop, ensuring that all expenses were within budget.

EDUCATION

High School Diploma at Los Angeles High School, Los Angeles, CA

Aug 2013 - May 2017

I have learned about a variety of subjects, including English, math, science, and history.

CERTIFICATES

Certified Barista

Jan 2021

Certified Coffee House Manager

Aug 2019

MEMBERSHIPS

National Coffee Association

Specialty Coffee Association