

Danielle Wickingson

Education	August 2011-Present	Salt Lake Community College	Salt Lake City, UT
	GPA: 3.80		
	June 2009 Graduate	Oregon High School	Oregon, WI
	GPA: 3.45		

Languages Japanese—Level 3 on Japanese Proficiency Test

Work Experience

Supervisor/Barista

July 2012 – Present Beans & Brews Salt Lake City, UT

- Make and serve excellent beverages with consistency and with speed
- Able to quickly identify responsibilities and complete them in a timely manner
- Prioritize responsibilities to ensure business operations are smooth and consistent
- Use a headset for the drive-thru to maximize efficiency
- Build rapport with customers by learning their name, drink, interests, etc.
- Create a relaxed, enjoyable atmosphere through generating conversation with all customers
- Problem-solve as needed in a resourceful, professional manner
- Count and reconcile register drawer

Assistant Manager/Barista

July 2010 – May 2012 Raw Bean Coffee House Salt Lake City, UT

- Make and serve consistently high-quality beverages to customers in an extremely fast-paced environment
- Memorize 175-200 customer's names and drinks to increase speed and productivity
- Generate sincere conversation with each and every customer to form a relaxed, enjoyable atmosphere
- Create and post work schedule in a time-efficient manner
- Train new employee's thoroughly
- Complete various supply orders several times a week
- Find solutions to various issues that may occur and handle them appropriately
- Count and reconcile register drawer

Hostess

August 2009 - February 2011 Buca di Beppo Salt Lake City, UT

- Greet and thank customers in friendly and inviting manner
- Engage incoming parties in interactive tour of kitchen and restaurant by producing fun and lively conversations
- Take reservations, To-Go orders, menu inquiries, etc.
- Decide where to strategically seat incoming parties
- Able to be a strong team player and quickly assess where assistance was needed on the team

Barista

June 2007 - August 2009 Firefly Coffee House Oregon, WI

- Create a fun, relaxed environment for customers by greeting them, creating conversation, getting to know them, etc.
- Make and serve a wide variety of drinks and sandwiches following proper food handling standards
- Deliver customer orders quickly and efficiently
- Clean floors, espresso machine, brewers, etc.

- Restock coffee supplies and food inventory
- Count and reconcile register drawer

Hardware and Software

Proficient with Microsoft Office

Proficient with PC

Type 60+wpm

Special Achievements

Two Week Japan Foreign Exchange (2007)

One Year Japan Study Abroad (2008-2009)

AFS Japanese Speech Contest (2008)