

Quinn Flores

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Motivating and meticulous lead barista with a decade of experience creating and helping others create quality bespoke beverages in leading coffee spots. Strategic and organized planner with proven aptitude for deploying team members according to their strengths to maximize productivity and a pleasant environment for guests. Exceptional customer service skills and top-quality custom beverage delivery in fast-paced environments. Currently seeking a management position to take skills and experience to the next level.

Education

Bachelor of Science in Management

University Of Massachusetts - Boston,
Boston, MA 2007 - 2011
Magna Cum Laude

Key Skills

- Staff training, development, and mentoring
- Performance evaluation and management
- Promotional upselling
- Meticulous food hygiene standards
- Proficient in Spanish

Certifications

- Specialty Coffee Association Certifications in Barista Skills, Green Coffee, and Sustainability

Professional Experience

Lead Barista

Tatte Bakery and Café, Back Bay, Boston, MA | January 2018 - Present

- Deliver several professional development courses annually on topics ranging from latte art of customer service
- Lead a team of ten colleagues to energetically promote the chain's promotional efforts, increasing sales 30% yearly
- Perform stock takes and maintained impeccable records, placing replenishment orders promptly

Barista

Uptown Espresso, Boston, MA | September 2011 - January 2018

- Greeted customers professionally and made recommendations based on their preferences and dietary needs
- Processed cash and card transactions accurately and efficiently using a point-of-sale system
- Performed regular coffee machine maintenance and cleaning

Intern

Lenox Hotel Boston, Boston, MA | September 2010 - May 2011

- Completed competitive year-long internship in hotel management at a high-end hotel
- Oversaw all aspects of the hotel's coffee cart operations in the lobby, from the menu to sanitation
- Mentored and supervised twenty-five high school students during short shadowing opportunities