

AVERY SUTTON

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Experienced and dynamic barista with a seven-year track record creating quality bespoke beverages in leading coffee spots. Inclusive and inspiring leader with a passion for explaining complex preparation protocols clearly and kindly to newer employees. Exceptional customer service skills in fast-paced, ever-changing environments.

PROFESSIONAL EXPERIENCE

BARISTA

Spot Coffee, Rochester, NY | June 2016 - Present

- Assist with onboarding and provide mentorship of up to 12 new employees per year
- Prepare a broad range of hot and iced coffees by following detailed specifications and flexibility of client's needs and tastes
- Perform stock takes and maintained impeccable records, placing replenishment orders promptly

BARISTA

Wegmans, Pittsford, NY | June 2014 - May 2016

- Greeted customers professionally and made recommendations based on their preferences and dietary needs
- Achieved a five-star rating for customer service in 2015
- Maintained a spotless beverage preparation area

EDUCATION

BACHELOR OF ARTS IN BUSINESS

Monroe Community College Rochester, NY | 2015 - 2019

KEY SKILLS

- Training and mentoring
- Customer service
- Latte art
- Milk texturing
- Food hygiene

CERTIFICATIONS

- Specialty Coffee Association's Barista Skills Diploma, July 2019