

# Ella Perez

Retail Sales Associate

## CONTACT

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United States, New York, NY

## EDUCATION

### Bachelor of Arts in Communications

New York University, Graduated: May 2022

### Certifications

- Food Safety & Sanitation**, ServSafe, February 2022
- Barista Training Program**, New York Coffee Academy, April 2021

## LANGUAGES

- Spanish – Fluent

## AWARDS

Employee of the Month, Barnes & Noble, November 2024



## PROFESSIONAL SUMMARY

Customer service-driven individual with experience in retail environments, seeking to transition into a barista role. Proven track record of providing exceptional customer service, resolving complaints, and working effectively in fast-paced settings. Eager to leverage customer service skills in a dynamic coffee shop environment.



## EXPERIENCE

### Retail Sales Associate

2023 - 2025

Barnes & Noble, New York, NY

- Assisted customers with product selection, answered questions, and provided recommendations based on customer preferences.
- Managed point-of-sale transactions and maintained an organized cash register area.
- Collaborated with team members to ensure the store was well-stocked, clean, and presentable.
- Participated in promotional activities and helped customers locate special items or order products.

### Barista Trainee

2022 - 2023

Joe's Coffee House, New York, NY

- Gained hands-on experience making coffee, operating espresso machines, and preparing coffee beverages under the supervision of senior baristas.
- Assisted in maintaining a clean and organized coffee station, ensuring proper safety protocols were followed.
- Provided customer service by taking orders, serving drinks, and ensuring customer satisfaction.
- Worked with a team to manage busy periods and maintain fast service.



## SKILLS

Customer Service Excellence



Espresso Machine Operation



Cash Handling



Order Accuracy and Efficiency



Teamwork and Communication



Problem-Solving



Time Management

