



CHRISTINA LIMA

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Summary

Dynamic and results-oriented professional whose adept in leadership and strategic thinking. Improved store operations and customer service to optimize efficiency. Skilled in time management and implementing SOP guidelines. I bring a detail-oriented approach to every task aiming to exceed employer expectations with a blend of hard and soft skills.

Skills

- Leadership & Professional
- Store operations oversight
- Time management
- Implementing SOP Guidelines
- Skilled in customer service
- Detail-Oriented Approach

Experience

Paradyme | Miami, FL
Office Assistant
08/2023 - Current

- Provided administrative support to staff members, including copying and scanning documents, filing paperwork, and ordering supplies
- Answered incoming calls in a professional manner
- Coordinated travel arrangements for staff members (Hotel, Flights)
- Managed daily office operations and maintained a clean and efficient workspace

Wawa | Miami, FL
Night Supervisor
04/2018 - 08/2022

- Leading by upholding the value of the brand
- Deescalating irate customer situations
- Flexible in any department Deli, Beverage, Register
- Delegate tasks and maintain the stores cleanliness and efficiency
- Put together mobile and Uber Eats orders with precision
- Supervise staff members to ensure compliance with safety regulations and policies

Starbucks
Barista / Shift Supervisor
08/2011 - 08/2018

- Deliver exceptional customer service as a representative of the brand
- Brewing coffee, making espresso beverages, warming food and cleaning
- Opening and Closing Operations
- Put together mobile orders, Uber Eats and drive through orders and work with a sense of urgency
- Supervised and trained new baristas on beverage preparation techniques, customer service, cash handling procedures, and safety regulations
- Inventory management, FIFO, spoil sheets, food counts

Education and Certifications

South Dade Senior Highschool | Homestead, FL
High School Diploma (2005)

ServSafe Food Safety
Trained Barista

Activities and Honors

Regular Election Worker (2023-current)

- Inspector. Greeted voters and assisted in giving ballots and general information

Worked events like "The Miami Open" (2014-2018) with Starbucks

- Shift supervisor. Performed usual duties and led a team during the event