



# ZANNA AKPAN

## SUMMARY

Customer service representative with 7 years of experience across diverse roles, excelling in leadership, problem-solving, and teamwork. Demonstrates strong adaptability and efficiency in managing bar operations, training crews, and optimizing bakery production. Committed to driving excellence and fostering a collaborative work environment.

## EXPERIENCE

### STARBUCKS - SUPERVISOR

August 2023 - Current

- Manage bar operations, ensuring efficient service and customer satisfaction.
- Prepare and serve food items, adhering to safety and quality standards.
- Maintain cleanliness of the store, contributing to a welcoming environment.
- Assist in inventory management, ensuring stock levels meet demand.
- Support team members in daily tasks, fostering a collaborative work atmosphere.

### DADDIOS GRILL CAFE - CASHIER

June 2017 - July 2018

- Mastered multitasking in fast-paced environment, efficiently managing cash transactions, food prep, and table maintenance. Enhanced customer satisfaction through prompt service.


### WENDYS - CREW TRAINER

August 2020 - March 2023

- Trained new crew members, enhancing team efficiency and ensuring adherence to food safety standards.
- Managed inventory, maintaining optimal stock levels to prevent shortages and overstock.
- Handled cash transactions accurately, contributing to customer satisfaction and operational smoothness.
- Implemented rigorous cleaning protocols and inventory management techniques, ensuring compliance with food safety standards and minimizing waste.

 404-405-5718

 zannaakpan16@gmail.com

 6780 Mableton Pkwy SE, Lot 52  
Mableton, GA 30126  
United States

## EDUCATION

### HIGH SCHOOL DIPLOMA

Lithia Springs High School

## SKILLS

- Problem solving
- Customer service
- Communication
- Leadership
- Adaptability
- Teamwork
- Interpersonal
- Time management
- Creativity
- Microsoft Office
- Data entry
- Inventory

## **APPLIED INDUSTRIAL TECHNOLOGIES - INVENTORY CLERK**

**October 2021 - May 2022**

- Managed sorting, receiving, and picking tasks, ensuring accurate inventory counts and efficient operations.
- Operated cherry picker and utilized SAP software to streamline inventory processes, enhancing productivity.
- Conducted regular inventory counts, reducing discrepancies and maintaining optimal stock levels.
- Utilized Microsoft Office for data entry and reporting, improving inventory tracking and communication.

## **FLOWERS BAKING COMPANY - MACHINE OPERATOR**

**May 2022 - July 2023**

- Ensured efficient machine operation, reducing downtime and increasing productivity.
- Fulfilled truck orders accurately, enhancing delivery efficiency and customer satisfaction.
- Managed pallet stacks to optimize storage space and streamline workflow.
- Conducted periodic cleaning to maintain hygiene and comply with safety standards

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## **L A N G U A G E S**

- English - Fluent
- Afrikaans - Beginner

# REFERENCES

## BUSINESS

**SAMANTHA PIPER (STORE MANAGER)**  
**WENDYS**

+1 (678) 346-5538

**KELSEY MCKAY (SUPERVISOR)**  
**FLOWERS BAKING COMPANY**

+1 (770) 765-3828

**CHRISTINA GLOVER (SUPERVISOR)**  
**STARBUCKS**

+1 (762) 290-5204

**LETISHYA DIARZA-NIEVES (STORE MANAGER)**  
**STARBUCKS**

+1 (774) 301-6417

**STEPANIE BRINKLEY (CO-WORKER)**  
**FLOWERS BAKING COMPANY**

+1 (706) 302-3113

**MELODY THOMAS (CO-WORKER)**  
**APPLIED INDUSTRIAL TECHNOLOGIES**

+1 (678) 755-8809