

R. Brown

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Chicago, IL

Professional Summary

Intent and driven professional with experience in a variety of fields, including many instances of high volume, high output hospitality. Specialised in the cafe industry and opening cafes to achieve quick profit and traffic increase. Committed to integrity, dependability, and mindfulness in the workplace.

Experience

Contrast Coffee Co. Marquette, MI - Assistant Bar Manager

May 2024 - October 2024

- Managed espresso bar when on shift including maintaining standards of quality, social interaction, and practice
- Kept track of store inventory related to the espresso bar and drink stations, and completed par forms for inventory submission
- Worked under supervision of Bar Manager and General Manager to train employees in both bar and food standards
- Maintained standards of operation for the espresso machine and related equipment, including grinders and pour over station
- Monitored shop for health and safety standards
- Delegated floor tasks and workflow while on shift

Contrast Coffee Co. Negaunee, MI - Bar Manager

January 2024 - July 2024

- Opened store in February of 2024, and performed company onboarding of baristas
- Created architecture for workflow within the space, organized stations including bar placement and drink areas
- Implemented operating systems for the bar, kitchen, and back of house, including kitchen prep and inventory flow
- Monitored shop for health and safety standards
- Trained new staff on bar standards of practice, as well as general shop maintenance tasks in the kitchen and back of house
- Managed espresso bar on shift, and supervised floor, including kitchen and back of house
- Adjusted par and counted inventory for quarterly counts
- Tracked inventory for weekly counts and roastery order, and adjusted par over time to account for fluctuations
- Serviced bar and organized bar maintenance and servicing calls
- Submitted weekly milk order and par adjustments to General Manager
- Ordered CO2 tanks for carbonated drinks station, and was responsible for changing and monitoring CO2 levels for safety and quality

Great Lakes Recovery Centers *Marquette, MI - Administrative Assistant, U/A Tester*

August 2024 - January 2024

- Worked in collaboration with partner clinicians to ensure patient satisfaction and safety
- Tested urine and breathalyzed clients in accordance with the 96th District Court of Michigan
- Performed front desk reception tasks and intake for clients
- Coordinated client care with the local hospital and medical offices in the area
- Processed client payment and insurance information
- Performed scheduling with Microsoft Office and Google Calendar
- Worked in client de escalation with partner clinicians, and managed stressful and sensitive disputes with professional approach and attitude

Starbucks Community Store *Lansing, MI - Workflow Strategist, Barista*

July 2022 - August 2023

- Opened store in September of 2022
- Designed workflow architecture for store pre-opening
- Collaborated with Store Manager and Regional Manager to organize architecture of stations and lobby, as well as organization in back of house
- Performed barista tasks, including working on the espresso bar, taking drive - thru orders, and customer support duties
- Participated in the weekly “clean play”, a deep clean of the store after normal closing hours
- Worked with Store Manager to generate daily shift “plays”, or task delegation

Starbucks Corp. *Lansing, MI - Barista*

November 2020 - August 2023

- Performed tasks within the Starbucks play handbook, including working the espresso bar, taking and fulfilling drive thru orders, making food, and performing customer support tasks
- Participated in the weekly “clean play”, a deep clean of the store after normal closing hours
- Collaborated with Store Manager on keeping inventory stocked
- Organized the store in preparation for seasonal and holiday launches
- Learned and performed keg maintenance and tapping for cold brew and nitro products

Menards Inc. *Lansing, MI - Cash Handler, Inventory Specialist*

May 2022 - August 2022

- Worked as a cashier on the sales floor
- Performed restocking duties, and reported inventory to direct supervisor
- Answered calls on customer service phone
- Led and managed inventory in returns and exchanges
- Performed tasks in the cash cage, including counting and delegating drawers

Iscream Co. Dewitt, MI - Bar Manager, Cash Handler

March 2017 - March 2020

- Managed inventory and cash drawers on shift
- Delegated tasks on multiple person shifts
- Supervised workflow and customer interactions
- Tracked inventory and adjusted par weekly and monthly
- Edited and published weekly schedules

Education

Northern Michigan University Marquette, MI

August 2022 - May 2024

- Pursued a degree in anthropology, with a focus on linguistic archaeology, and minors in history and psychology
- Researched with acclaimed professors in the archaeology field, in preparation for research gap year
- Honed skills in field research, archaeological excavation and preservation, cataloging, inventory, publishing, human psychology, sociology, and linguistics, including but not limited to: English literature, French, Italian, German, and studies of the ancient languages and runic cultures

Dewitt High School Dewitt, MI

August 2018 - June 2022

- Graduated, Received Diploma June 2022
- Four years varsity swimming
- Ten years club swimming (Mid Michigan Aquatics Club)
- Coached middle school co-ed swimming teams and classes
- AP Scholar Award recipient (Sophomore, Junior, and Senior years)
- Two years community college at Lansing Community College through dual enrollment

Professional references available upon request.