
BJANKA JOLIE TORRES

Norwalk, CA 90650 ♦ 3234850089 ♦ jolietorres@icloud.com

PROFILE

Outgoing and friendly Barista with excellent interpersonal communication strengths. Solid experience processing payments, handling food and meeting customer demands with diligent and well-organized mentality.

EXPERIENCE

BARISTA, PHILZ COFFEE - HUNTINGTON BEACH 09/2021 - CURRENT

- Memorized recipes for specialty coffee beverages and seasonal offerings.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.

EXPEDITE/EDUCATOR, LULULEMON - COSTA MESA 11/2023-01/2024

- Organized fabric and managed inventory everyday
- Scheduled orders for online as well as in-store
- Replenished between 500-700 items daily with size ordering and stock
- Luxurizing store to standards

CASHIER, SPROUTS FARMER MARKET – LA HABRA, CA 09/2021 - 03/2022

- Built relationships with customers to encourage repeat business.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Welcomed customers and helped determine their needs.
- Assisted customers with returns, refunds and resolving transaction issues.

BARISTA SHIFT LEAD, STARBUCKS – CERRITOS, CA 10/2017 - 09/2021

- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.
- Trained new employees and delegated daily tasks and responsibilities
- Completed cash and credit card transactions accurately using POS software
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.

EDUCATION

Golden West College - Huntington Beach, CA **No Degree:** Nursing,
Expected in 06/2025

- Dean's List [2018]
- Honor Roll [2019]
- [3.5] GPA

SKILLS

- New Hire Training
- Bilingual (Spanish)
- Food Preparation and Safety
- Refund and Exchanges
- Sales Expertise
- Excellent Memory
- Inventory Management
- POS System Operations

REFERENCES

Tracy Brannies (562) 473-9399

Thomas Lee (714) 321-0047

Nicole Churnmock (714) 624-6610