

Miki Ono

Professional in coffee industry, bringing strong commitment to quality and customer satisfaction. Known for efficiently preparing and serving variety of coffee drinks, ensuring each cup meets high standards. Focused on teamwork and reliable in adapting to changing customer needs.



Contact

Address

Newstead, QLD 4006

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Skills

- Staff Management
- Managing Routines
- Do leadership
- Opening and closing duties
- Order Taking
- Safe Food Handling
- Beverage Preparation



Languages

Japanese



Native or
Bilingual

English



Full
Professional



Work History

2024-11 -

2025-04

All Rounder

Intersection / The Maillard, Brisbane, QLD

- Self-motivated, with a strong sense of personal responsibility.
- Worked effectively in fast-paced environments.
- Skilled at working independently and collaboratively in a team environment.
- Proven ability to learn quickly and adapt to new situations.

2024-11 -

2024-11

Barista

Drip, Brisbane, QLD

- Maintained a clean and organized workspace for optimal productivity and safety.
- Promoted a welcoming atmosphere by greeting customers with a friendly demeanor and promptly addressing their needs.
- Contributed to a positive team environment through effective communication and collaboration with colleagues.

2023-10 -

Current

Bartender Assistant

Felons Brewing Co, Brisbane, QLD

- Supported bartenders with essential tasks, resulting in more efficient bar operations.
- Utilized strong multitasking skills to efficiently manage multiple priorities during peak hours without sacrificing quality or service standards.
- Handled cash transactions accurately, maintaining proper accounting of sales figures.

**2024-08 -
Current**

Barista

Felons Brewing Co , Brisbane, QLD

- 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.
- Promoted a welcoming atmosphere by greeting customers with a friendly demeanor and promptly addressing their needs.

**2022-07 -
Current**

Pass Master

Felons Brewing Co, Brisbane

- Set up and broke down food service lines quickly to maintain service flow.
- Maintained speed of service for food orders while minimizing errors and complaints.
- Garnished dishes and quickly delivered items to customers, minimizing wait times.

**2022-04 -
2022-07**

Wait Staff Member

Kotobuki , Brisbane, QLD

- Maintained cleanliness in dining area, contributing to a pleasant atmosphere for customers.
- Cultivated warm relationships with regular customers.
- Bussed and reset tables to keep dining room and work areas clean.
- Demonstrated excellent multitasking abilities by managing multiple tables simultaneously without sacrificing quality of service.

**2021-09 -
2022-02**

Call Center Customer Service Representative

Premium Water, Osaka, Japan

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Actively listened to customers, handled concerns

quickly and escalated major issues to supervisor.

- Documented and detailed calls and complaints using call center's CRM database.

**2021-07 -
2022-02**

Retail Sales Associate

Hollister.Co, Osaka, Japan

- Greeted customers and helped with product questions, selections, and purchases.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.

**2018-05 -
2022-02**

Waitress /Kitchen Hand

Sumibiyaki Gonbei, Osaka, Japan

- Self-motivated, with a strong sense of personal responsibility.
- Worked effectively in fast-paced environments.
- Skilled at working independently and collaboratively in a team environment.
- Proven ability to learn quickly and adapt to new situations.



Education

2021-03

Bachelor of Arts: International Studies

Kindai University - Osaka, Japan



Certifications

RSA

Australian driver license