# Maja Ivanov

*Customer Service Professional*

Dayton · Ohio · US

maja.ivanov@email.com | +1 (555) 867-2345

*Layout style: single-column*

## Summary

Enthusiastic customer‑service professional with 7 years of experience in fast‑paced retail, hospitality, and food‑service environments. Known for a friendly demeanor, reliable cash‑handling, and the ability to juggle multiple tasks during peak periods. Seeking a new challenge where interpersonal skills and a strong work ethic can contribute to a supportive office setting.

## Experience

### Senior Barista / Shift Lead at Bean & Brew Café

01 Apr 2022 – Present

* Prepared specialty coffee drinks for up to 150 customers daily.
* Managed end‑of‑day cash deposits and reconciled POS reports.
* Trained new baristas on drink preparation and store hygiene.
* Assisted with ordering coffee beans and supplies, maintaining inventory sheets.

### Retail Sales Associate at TrendWear Apparel

01 Jan 2020 – 31 Mar 2022

* Guided customers in selecting apparel, handling returns and exchanges.
* Operated Shopify POS, processed sales, and performed weekly sales audits.
* Maintained visual merchandising standards; restocked floor merchandise.
* Occasionally covered front‑desk phone line for appointment bookings.

### Front Desk Receptionist (Seasonal) at Sunrise Boutique Hotel

01 Jun 2018 – 31 Dec 2019

* Checked guests in/out, processed payments, and answered multi‑line telephone system.
* Managed daily reservation log and coordinated with housekeeping for room turnover.
* Hand‑typed simple guest‑feedback reports for management review.

### Warehouse Picker / Order Fulfilment at QuickShip Logistics

01 Mar 2016 – 31 May 2018

* Picked and packed orders for regional distribution, meeting hourly quotas.
* Used handheld scanners to track inventory movements; reported discrepancies to supervisors.
* Assisted in loading trucks and maintaining a clean work area.

### Personal sabbatical (family care) at

01 Jun 2015 – 28 Feb 2016

June 2015 – Feb 2016 – Personal sabbatical (family care).

### Working part‑time while completing a short certification (see below) at

01 Oct 2022 – Present

Oct 2022 – Present – Working part‑time while completing a short certification (see below).

## Education & Training

### Associate of Applied Science (incomplete), Hospitality Management

Community College of Dayton

01 Jan 2014 – 31 Dec 2015

### High School Diploma

Dayton Central High School

01 Sep 2010 – 30 Jun 2014

## Skills

Customer Service & Guest Relations, Point‑of‑Sale (POS) Systems, Cash Handling & Reconciliation, Inventory Stock‑taking & Merchandising, Food Safety & Health‑Code Compliance, Microsoft Office, Social‑Media Content Posting, Event Set‑up & Coordination, Scheduling & Shift Coverage

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Conversational

## Certifications & Credentials

### ServSafe Food Protection Manager | 2022-01-01

National Restaurant Association

ServSafe Food Protection Manager – National Restaurant Association, valid through 2025 (obtained 2022)

## Awards

### Employee of the Month | 2022-11-01

Bean & Brew Café

Employee of the Month – Bean & Brew Café (Nov 2022) for consistently high customer satisfaction scores and flawless cash handling.

### Inventory Efficiency Project | 2021-01-01

TrendWear Apparel

Inventory Efficiency Project – Developed a simple Excel‑based stock‑tracking sheet at TrendWear, reducing weekly inventory discrepancies by 15 %.

## Interests

### Interests | – Present

Interests: Coffee brewing techniques, vintage fashion, community theater, hiking.

* Coffee brewing techniques
* vintage fashion
* community theater
* hiking

## References

### References | – Present