# João Kask

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| **Profile**  Enthusiastic hospitality and retail professional with over 9 years of experience delivering front‑of‑house service, managing inventory, and coordinating small‑scale events. Known for strong interpersonal skills, a knack for fast‑paced environments, and a genuine passion for creating memorable guest experiences. Seeking a new challenge where my people‑focused background can add value, even if the role lies outside traditional hospitality settings.  **Skills**  Technical / Operational, Interpersonal / Soft, Miscellaneous  **Languages**  Portuguese — Native  English — Fluent (conversational and written)  Spanish — Basic  **Awards**  Reduced Café Aurora’s product waste  Reduced Café Aurora’s product waste by redesigning the daily prep schedule and introducing a first‑in‑first‑out (FIFO) system for perishable items, saving approximately R$ 8,000 annually.  Best Visual Merchandiser | 2018-01-01  Moda Viva’s regional management team  Awarded “Best Visual Merchandiser” by Moda Viva’s regional management team in 2018 for a creative holiday window display that increased foot traffic by an estimated 20 %.  **Certifications**  Certificate of Completion – Coffee Skills Programme | 2020-01-01  Specialty Coffee Association  No additional professional certifications related to office administration or government procedures.  **Interests**  Vinyl record collecting and analog sound engineering  Urban gardening and sustainable food practices  Amateur photography (street and food) | **Experience**  **Lead Barista & Floor Supervisor at Café Aurora**  01 Jun 2019 – 30 Apr 2022  Managed daily opening/closing procedures, including cash reconciliation and cash‑drawer balancing. Trained a rotating team of 5‑8 baristas on espresso techniques, equipment maintenance, and customer service standards. Implemented a new inventory tracking spreadsheet that reduced waste by 12 %. Handled occasional vendor negotiations for coffee bean purchases and equipment servicing.   * Managed daily opening/closing procedures, including cash reconciliation and cash‑drawer balancing. * Trained a rotating team of 5‑8 baristas on espresso techniques, equipment maintenance, and customer service standards. * Implemented a new inventory tracking spreadsheet that reduced waste by 12 %. * Handled occasional vendor negotiations for coffee bean purchases and equipment servicing.   **Retail Sales Associate at Moda Viva**  01 Jan 2017 – 31 May 2019  Provided personalized styling advice to customers, increasing repeat business by 15 % over two years. Operated store POS, processed returns, and performed end‑of‑day cash counts. Assisted with visual merchandising displays; coordinated seasonal window installations. Took on ad‑hoc responsibilities for stockroom organization and seasonal inventory audits.   * Provided personalized styling advice to customers, increasing repeat business by 15 % over two years. * Operated store POS, processed returns, and performed end‑of‑day cash counts. * Assisted with visual merchandising displays; coordinated seasonal window installations. * Took on ad‑hoc responsibilities for stockroom organization and seasonal inventory audits.   **Event DJ & Freelance Graphic Designer at Self‑Employed**  01 Mar 2014 – 31 Dec 2016  Curated music sets for private parties, small festivals, and boutique hotel lounges (average audience 30‑150). Designed promotional flyers, social‑media graphics, and simple logo concepts for local businesses using Adobe Photoshop and Canva. Managed client communications, negotiated contracts, and coordinated logistics for equipment rentals.   * Curated music sets for private parties, small festivals, and boutique hotel lounges (average audience 30‑150). * Designed promotional flyers, social‑media graphics, and simple logo concepts for local businesses using Adobe Photoshop and Canva. * Managed client communications, negotiated contracts, and coordinated logistics for equipment rentals.   **Warehouse Operative at LogiTrans Ltd.**  01 Jul 2012 – 28 Feb 2014  Hand‑picked and packed orders for outbound shipments, adhering to tight deadlines. Conducted periodic cycle counts and assisted in the implementation of a barcode scanning system. Maintained a clean and safe work environment, complying with OSHA‑type safety standards.   * Hand‑picked and packed orders for outbound shipments, adhering to tight deadlines. * Conducted periodic cycle counts and assisted in the implementation of a barcode scanning system. * Maintained a clean and safe work environment, complying with OSHA‑type safety standards.   **Education & Training**  **Associate (Incomplete – 2 years of coursework completed), Applied Arts – Visual Communication**  Instituto Federal de Educação, Ciência e Tecnologia do Rio de Janeiro (IFRJ)  01 Jan 2010 – 31 Dec 2012  **High School Diploma**  Colégio São João  01 Jan 2006 – 31 Dec 2009  **References**  **References available upon request.** |