# Leo Santos

*Hospitality & Retail Professional*

Denver · Colorado · US

leo.santos@email.com | (555) 312-9471 | https://linkedin.com/in/leosantos

*Layout style: single-column*

## Summary

Energetic and personable professional with 8 years of experience in front-line hospitality, retail sales, and logistics support. Adept at delivering friendly service, handling cash transactions, and maintaining inventory accuracy. Comfortable working in fast-paced environments and collaborating with diverse teams. Seeking a new challenge where strong interpersonal skills and a solid work ethic can contribute to overall business operations.

## Experience

### Barista / Shift Lead (part-time) at Bean & Brew Café

01 Apr 2022 – Present

* Prepare specialty coffee drinks and maintain equipment cleanliness.
* Occasionally supervise a team of 3-4 baristas during peak hours, handling shift hand-overs and ensuring break coverage.
* Manage cash drawer, run daily sales reports, and reconcile end-of-day totals.
* Contribute to weekly inventory counts and place supply orders with vendors.

### Retail Sales Associate at Urban Outfitters

01 Jan 2020 – 01 Mar 2022

* Assisted customers with product selection, returns, and checkout processes.
* Operated POS system, processed transactions, and handled gift-card activations.
* Executed visual merchandising standards and organized stockroom deliveries.
* Provided input on seasonal floor layout, leading to a modest 4% sales increase.

### Logistics Assistant at FastTrack Freight

01 Jun 2018 – 01 Dec 2019

* Coordinated inbound and outbound shipments, prepared paperwork, and entered data into tracking software.
* Performed routine checks on loading docks, ensuring safety protocols were followed.
* Assisted with inventory audits and cycle counts, identifying discrepancies and reporting to the warehouse manager.
* Supported the driver team by loading pallets and preparing documents for delivery routes.

### Server / Bartender at The Copper Lantern

01 May 2016 – 01 May 2018

* Delivered food and beverage service to up to 150 guests per shift in a high-volume restaurant.
* Managed bar inventory, performed nightly cashouts, and maintained compliance with alcohol service regulations.
* Trained new front-of-house staff on POS usage and service standards.

### Seasonal Sales Clerk (Internship) at HomeGoods

01 Jun 2015 – 31 Aug 2015

* Supported floor staff during holiday rush, restocked shelves, and assisted with customer inquiries.

## Education & Training

### Associate of Arts, General Studies

Frontier Community College

01 Jan 2014 – 31 Dec 2016

## Skills

Core Skills

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Conversational

## Certifications & Credentials

### Certified Food Handler | 2023-01-01

Colorado Department of Public Health

## Awards

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

Bean & Brew Café

recognized for excellent customer feedback and reliable shift coverage.

### Best Visual Display | 2021-04-01

Urban Outfitters

team award for creative window merchandising that boosted foot traffic.

## Interests

### Personal Interests | – Present

* Coffee brewing techniques
* Mountain biking
* Live music events

## References

### References | – Present