# Väinö Jankauskas

*Hospitality Professional*

Queens · NY · US

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*Layout style: hybrid*

## Summary

Enthusiastic hospitality professional with 8 years of experience delivering high-quality customer service in fast-paced café, restaurant, and retail environments. Proven ability to manage cash, coordinate inventory, and lead small teams on shift schedules. Strong interpersonal communication and proven reliability in handling day-to-day operations. Seeking a new challenge where interpersonal skills and attention to detail can add value.

## Experience

### Shift Lead at Café Bella

01 May 2019 – 30 Apr 2022

Supervised a team of 4 baristas during peak hours, ensuring smooth service flow. Handled daily cash reconciliation and prepared banking deposits. Managed inventory ordering, reducing waste by 15 % through more accurate stock tracking. Trained new hires on coffee preparation, POS usage, and health-safety standards.

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### Retail Associate at MetroMart

01 Jan 2018 – 30 Apr 2019

Assisted customers with product selection, operated the checkout lane, and processed returns. Conducted weekly shelf audits and restocked merchandise per planograms. Participated in seasonal promotional displays and visual merchandising.

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### Barista / Server at Riverside Café

01 Jun 2015 – 31 Dec 2017

Prepared specialty coffee drinks and maintained equipment cleanliness. Managed high-volume orders during lunch rush, achieving a 98 % order accuracy rate. Provided friendly, attentive service that contributed to a 10 % increase in repeat customers.

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### Summer Intern at Greenfield Logistics

01 Jun 2014 – 31 Aug 2014

Assisted with package sorting and loading operations in a fast-moving warehouse. Performed basic data entry of shipment records using Excel spreadsheets.

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### Career Gap at Self-Employed

01 Sep 2022 – Present

Career Gap: September 2022 – Present – Currently seeking new opportunities; available immediately for full-time or contract work.

## Education & Training

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

Borough of Manhattan Community College

01 Jan 2013 – 31 Dec 2015

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| **Skills**  Hospitality Core Skills  **Languages**  Finnish — Native speaker  English — Fluent  **Certifications**  ServSafe Food Protection Manager | 2020-01-01  National Restaurant Association  **Awards**  Employee of the Month – Café Bella (October 2020) | 2020-10-01  Café Bella  Recognized for outstanding customer satisfaction scores and reliability. | **Projects**  **Digital Shift‑Scheduling System**  Implemented a Digital Shift‑Scheduling System – Reduced staffing conflicts by 25 % and improved overall coverage during peak periods at Café Bella.   * Reduced staffing conflicts by 25 % and improved overall coverage during peak periods at Café Bella.   **Interests**  Personal Interests: Coffee brewing techniques, Urban gardening, Local music festivals  **References**  **Available upon request**  References available upon request. |