# Ava Moon

*Customer-Focused Professional in Retail & Hospitality*

Salt Lake City · UT · US

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## Summary

Customer-focused professional with over 7 years of experience in retail operations and hospitality management. Skilled in team coordination, client engagement, and day-to-day administrative support. Seeking to transition into a role that values interpersonal communication and organizational abilities. Committed to delivering positive customer experiences and supporting team success in fast-paced environments. Recently exploring opportunities in business operations but has limited experience in technology-driven product development or data analytics.

## Experience

### Sales Associate & Shift Lead at Urban Threads Boutique

01 Mar 2021 – Present

Managed daily store operations during assigned shifts, ensuring product displays were maintained and staff adhered to service standards. Trained 5 new team members on cash register procedures, customer greeting protocols, and return policies. Handled customer complaints and escalated issues when necessary, maintaining a positive shopping experience. Assisted with seasonal inventory counts and weekly restocking of merchandise. Recognized for “Employee of the Month” twice for consistent sales performance and attendance.

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* Assisted with seasonal inventory counts and weekly restocking of merchandise.
* Recognized for “Employee of the Month” twice for consistent sales performance and attendance.

### Barista & Floor Coordinator at Morning Brew Café

01 Jun 2018 – 01 Jan 2021

Prepared specialty coffee beverages and managed front counter service during peak hours. Coordinated opening and closing procedures, including cash drawer balancing and equipment sanitation. Communicated daily supply needs to manager and liaised with delivery staff. Volunteered to organize a staff appreciation event in 2019, improving team morale. Promoted to floor coordinator role in 2020, overseeing workflow during morning rush.

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* Coordinated opening and closing procedures, including cash drawer balancing and equipment sanitation.
* Communicated daily supply needs to manager and liaised with delivery staff.
* Volunteered to organize a staff appreciation event in 2019, improving team morale.
* Promoted to floor coordinator role in 2020, overseeing workflow during morning rush.

### Front Desk Attendant at Mountain View Lodge & Retreat Center

01 May 2016 – 01 Apr 2018

Greeted guests, processed check-ins and check-outs, and managed reservation inquiries via phone and email. Coordinated room assignments and communicated guest requests to housekeeping and maintenance teams. Handled cash, credit, and invoice payments with accuracy. Maintained guest records and updated occupancy logs daily. Participated in quarterly staff training on hospitality safety procedures.

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* Coordinated room assignments and communicated guest requests to housekeeping and maintenance teams.
* Handled cash, credit, and invoice payments with accuracy.
* Maintained guest records and updated occupancy logs daily.
* Participated in quarterly staff training on hospitality safety procedures.

## Education & Training

### Associate of Applied Science, Business Administration

Utah County Community College

– 01 May 2016

## Skills

Customer Service, Cash Handling & POS Systems, Inventory Management, Team Scheduling, Conflict Resolution, Microsoft Office, Event Planning, Phone Etiquette, Front Desk Operations, Multitasking in High-Traffic Environments, Retail Sales, Restaurant Health & Safety Compliance, Staff Onboarding (informal), Time Management, Verbal Communication, Problem Solving in Service Settings, Administrative Support, Vendor Coordination

## Certifications & Credentials

### Utah Food Handler’s Permit | – Present

State of Utah

### CPR & First Aid Certification | 2020

American Red Cross

## Awards

### Employee of the Month | – Present

Urban Threads Boutique

Recognized for “Employee of the Month” twice for consistent sales performance and attendance.

### Top Sales Performer | 2022

Urban Threads Boutique

Achieved top sales performer status (based on weekly metrics) for 3 consecutive quarters at Urban Threads Boutique (2022).

## Projects

### Staff Appreciation Event | 2019 – Present

Volunteered to organize a staff appreciation event in 2019, improving team morale.

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### Service Station Reorganization | – Present

Played a key role in reducing morning shift wait times by reorganizing service station layout at Morning Brew Café, improving customer throughput by an estimated 15%.

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## Interests

### Hiking, local farmers markets, handmade crafts, café culture, community volunteering at animal shelters | – Present

* Hiking
* Farmers Markets
* Handmade Crafts
* Café Culture
* Community Volunteering
* Animal Shelters

## References

### – Present