

# Jana Muñoz

## Customer-focused professional seeking project coordination roles

Plano · TX · US

jana.munoz@email.com | (972) 555-0187

## Profile

Customer-focused professional with over 8 years of experience in retail operations and hospitality management. Skilled in team coordination, client relations, and day-to-day administrative support in fast-paced environments. Seeking to transition into project coordination roles where strong organizational abilities and attention to detail can support operational efficiency. Limited exposure to technology product lifecycle management; background primarily in service delivery and in-person customer engagement. Currently employed part-time in retail while exploring new career directions.

## Skills

Customer Service, Cash Handling & POS Systems, Inventory Management, Team Scheduling, Conflict Resolution, Microsoft Office (Word, Excel, Outlook), Event Planning, Time Management, Multitasking, Data Entry, Vendor Coordination (non-technical), Workforce Supervision (small teams, non-managerial), Hospitality Operations, Phone Etiquette, Report Generation (basic)

## Awards

### Employee of the Month | 2022-12-01

Target

Recognized for reliability and customer feedback

### Reduced beverage waste at Starbucks location by 10% | 2020-01-01

Starbucks

Through improved stock rotation

## Interests

Travel | – Present

Coffee tasting | – Present

Community volunteering | – Present

Organizing seasonal sales events | – Present

## Experience

### Target

Sales Associate | 01 Jun 2021 – Present

Assist customers with product selection, checkout, and returns in a high-volume retail environment. Manage front-end operations during peak hours, ensuring smooth customer flow. Support inventory restocking and perform weekly floor audits. Trained 3 temporary staff members on store procedures and POS usage. Recognized for consistent attendance and adherence to safety protocols during holiday season.

- Assist customers with product selection, checkout, and returns in a high-volume retail environment.
- Manage front-end operations during peak hours, ensuring smooth customer flow.
- Support inventory restocking and perform weekly floor audits.
- Trained 3 temporary staff members on store procedures and POS usage.
- Recognized for consistent attendance and adherence to safety protocols during holiday season.

### Starbucks

Barista & Shift Supervisor | 01 Mar 2018 – 01 Apr 2021

Prepared beverages and maintained sanitation standards in line with health regulations. Oversaw shift operations during evening hours, assigning tasks to 2–3 team members. Handled cash reconciliation at shift close and communicated supply needs to manager. Participated in promotional product rollouts and customer loyalty program support. Reduced waste by 10% over 6 months through improved ingredient tracking (local store initiative).

- Prepared beverages and maintained sanitation standards in line with health regulations.
- Oversaw shift operations during evening hours, assigning tasks to 2–3 team members.
- Handled cash reconciliation at shift close and communicated supply needs to manager.
- Participated in promotional product rollouts and customer loyalty program support.
- Reduced waste by 10% over 6 months through improved ingredient tracking (local store initiative).

### Holiday Inn Express

Front Desk Coordinator | 01 Aug 2016 – 01 Feb 2018

Managed check-in and check-out processes for guests, resolving booking discrepancies. Assisted with invoice preparation for corporate clients and event groups. Coordinated with housekeeping and maintenance staff to ensure room readiness. Supported local event planners with room setup logistics and catering coordination.

- Managed check-in and check-out processes for guests, resolving booking discrepancies.
- Assisted with invoice preparation for corporate clients and event groups.
- Coordinated with housekeeping and maintenance staff to ensure room readiness.
- Supported local event planners with room setup logistics and catering coordination.

## Education & Training

### Associate of Arts, General Studies

Collin College

– 01 May 2016

## References

References available upon request