

Daisy Tomi

Tampa · FL · US

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Summary

Customer-focused professional with over 7 years of experience in retail and hospitality management. Dedicated to delivering excellent service and improving customer satisfaction through attentive communication and team coordination. Adept at multitasking in fast-paced environments, managing daily operations, and maintaining high standards of quality. Seeking to transition into a role that values interpersonal skills and organizational reliability, with an interest in personal growth and professional development.

Experience

Coffee Haven

Store Manager | 01 Mar 2021 – Present

Supervise daily operations of a mid-sized coffee shop, including staff scheduling, inventory control, and customer service oversight. Manage employee onboarding and routine training for new hires across barista and front-counter roles. Maintain relationships with local vendors and coordinate supply orders weekly. Implemented a customer feedback system via comment cards, resulting in a noticeable improvement in service ratings over 6 months. Handled payroll processing and shift coverage during peak hours, ensuring consistent staffing levels.

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Sunset Resorts & Rentals

Shift Supervisor | 01 Jun 2018 – 01 Jan 2021

Coordinated front-desk operations for a beachfront vacation rental property, managing check-ins, check-outs, and guest inquiries. Trained temporary seasonal staff on hospitality protocols and property guidelines. Resolved customer complaints promptly, including booking discrepancies and maintenance concerns. Assisted in organizing small guest events, including welcome receptions and local activity sign-ups. Maintained guest communication via phone, email, and property app notifications.

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Bloom & Co. Home Goods

Sales Associate | 01 Sep 2016 – 01 May 2018

Provided product recommendations and assisted customers in selecting home décor and lifestyle items. Managed floor displays and seasonal merchandising layouts. Processed transactions and maintained visual standards for cleanliness and organization. Collaborated with team members during high-volume sales periods, including holiday events.

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Education & Training

Associate of Arts, Communication

St. Petersburg College, FL

– 01 May 2016

Skills

Customer Service, Operations & Management, Technology, Languages, Wellness

Languages

Spanish | – Present

Basic Conversational

Certifications & Credentials

Certified Barista Professional | 2020

Specialty Coffee Association (SCA)

OSHA Workplace Safety Training | 2019

Online Course

Awards

Employee of the Year | 2022

Coffee Haven

Recognized as "Employee of the Year" at Coffee Haven (2022) for consistent performance and team support.

Weekend Staff Initiative | – Present

Successfully led a weekend staff initiative to redesign the shop layout, improving customer flow and reducing queue times.

Accomplishments

- {'title': 'Employee of the Year', 'date': '2022', 'summary': 'Recognized as "Employee of the Year" at Coffee Haven (2022) for consistent performance and team support.'}
- {'title': 'Shop Layout Redesign', 'date': '', 'summary': 'Successfully led a weekend staff initiative to redesign the shop layout, improving customer flow and reducing queue times.'}

Interests

Personal Interests | – Present

- Yoga
- nature walks
- journaling
- small business marketing
- plant-based cooking

References

References available upon request.