# María Teresa Kwak

*Customer Service Professional*

San Diego · CA · US

mariateresakwak@email.com | (619) 555-0843 | https://linkedin.com/in/mariateresakwak

*Layout style: hybrid*

## Summary

Customer-focused service professional with over 8 years of experience in hospitality and retail operations. Proven ability to manage day-to-day store functions, support team development, and deliver quality guest experiences. Seeking to transition into a role that values interpersonal skills, attention to detail, and strong organizational abilities. Recently exploring opportunities beyond frontline service to expand into broader business support roles.

## Experience

### Lead Barista & Shift Supervisor at Starbucks

01 Mar 2019 – Present

Supervise shift operations during peak hours, ensuring quality beverage preparation and timely customer service. Train new team members on drink recipes, equipment operation, and company safety standards. Assist with daily cash reconciliations and end-of-shift reporting. Address customer complaints on-site, issue refunds or replacements as needed. Support inventory tracking and low-stock alerts for supplies such as cups, syrups, and beans. Promoted from Barista after 10 months due to reliability and leadership potential.

* Supervise shift operations during peak hours, ensuring quality beverage preparation and timely customer service.
* Train new team members on drink recipes, equipment operation, and company safety standards.
* Assist with daily cash reconciliations and end-of-shift reporting.
* Address customer complaints on-site, issue refunds or replacements as needed.
* Support inventory tracking and low-stock alerts for supplies such as cups, syrups, and beans.
* Promoted from Barista after 10 months due to reliability and leadership potential.

### Sales Associate at Forever 21

01 Sep 2016 – 01 Feb 2019

Assisted shoppers with outfit selection, size recommendations, and store navigation. Operated cash registers, processed returns, and maintained front-of-store merchandising. Participated in seasonal markdown execution and visual resets. Recognized for top sales in Q4 2017 holiday season based on accessory upselling.

* Assisted shoppers with outfit selection, size recommendations, and store navigation.
* Operated cash registers, processed returns, and maintained front-of-store merchandising.
* Participated in seasonal markdown execution and visual resets.
* Recognized for top sales in Q4 2017 holiday season based on accessory upselling.

### Restaurant Server at The Cheesecake Factory

01 Jun 2015 – 01 Aug 2016

Delivered multi-course meals, managed special dietary requests, and coordinated with kitchen staff. Maintained high cleanliness standards for dining area and service stations. Consistently received positive customer feedback for attentiveness and friendliness.

* Delivered multi-course meals, managed special dietary requests, and coordinated with kitchen staff.
* Maintained high cleanliness standards for dining area and service stations.
* Consistently received positive customer feedback for attentiveness and friendliness.

## Education & Training

### Associate of Arts, Communications

San Diego City College

– 01 May 2015

|  |  |
| --- | --- |
| **Skills**  Customer Service, Cash Handling & POS Systems, Inventory Replenishment, Team Coordination, Scheduling Assistance, Conflict Resolution, Multitasking in Fast-Paced Environments, Microsoft Office, Fluent in Spanish, Event Support, Retail Sales, Food Safety Compliance, Vendor Communication, Time Management, Phone Etiquette, Data Entry, Problem Solving, Active Listening  **Languages**  Spanish — fluent  English — native  **Certifications**  Food Handler’s Certification | 2020-01-01  State of California  CPR Certified | 2018-01-01  American Red Cross  **Awards**  Employee of the Month | 2020-12-01  Starbucks  Named “Employee of the Month” at Starbucks for operational consistency and team support.  Employee of the Month | 2022-04-01  Starbucks  Named “Employee of the Month” at Starbucks for operational consistency and team support.  Top 10% Upsell Performance | 2017-12-01  Forever 21  Achieved top 10% in upsell performance at Forever 21 during the 2017 holiday season. | **Interests**  Hiking  Cooking international cuisine  Community volunteering at food banks  **References**  References available upon request. |