# Jakov Pérez

Austin · TX · US

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*Layout style: hybrid*

## Summary

Detail-oriented professional with over 8 years of diverse experience in retail operations, customer service, and food service management. Adept at handling fast-paced environments, supporting team coordination, and ensuring consistent customer satisfaction. Seeking to transition into a structured role that values reliability, hands-on problem solving, and interpersonal engagement. Although new to formal project management, brings a strong work ethic and adaptability to new challenges.

## Experience

### Store Supervisor at Café Loco

01 Jun 2020 – Present

Supervised daily operations of a high-traffic downtown café serving 300+ customers per day. Managed employee shift schedules for a team of 8–12 staff, ensuring consistent coverage during peak hours. Oversaw inventory ordering and rotated stock to maintain freshness and minimize waste. Handled customer complaints and resolved service issues on-site, maintaining a 90% satisfaction rate based on in-house feedback cards. Trained 15+ new hires on food safety, POS use, and customer engagement protocols. Coordinated deliveries with local vendors for coffee beans, dairy, and baked goods. Promotion from Barista in 2020 based on tenure and reliability.

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### Barista / Shift Lead at Café Loco

01 Sep 2017 – 01 May 2020

Prepared specialty coffee drinks and maintained equipment sanitation standards. Took orders, operated cash register, and balanced daily tills with minimal discrepancies. Led opening and closing procedures in the absence of management. Assisted in onboarding new baristas and reinforcing brand service standards.

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### Sales Associate at UrbanThreads Apparel

01 Apr 2016 – 01 Jul 2017

Assisted customers with product selection, sizing, and purchases in a boutique clothing store. Managed floor merchandising and coordinated seasonal displays to highlight featured items. Processed returns, exchanges, and gift card transactions with a focus on positive client experience. Achieved top 3 in weekly sales performance twice during peak holiday season.

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### Kitchen Assistant at Bella Terra Catering

01 Oct 2015 – 01 Mar 2016

Supported catering chefs during event prep by washing produce, portioning ingredients, and cleaning workstations. Assisted in packing supplies and equipment for off-site events. Followed food safety protocols and maintained hygiene standards throughout food handling.

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## Education & Training

### Associate of Applied Science, Culinary Arts

Austin Community College

– 2018

### High School Diploma

Travis High School

– 2014

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| **Skills**  Customer Service, Operations, Systems & Tools, Inventory & Supply Chain, Team Management, Compliance & Safety, Merchandising & Marketing, Languages  **Languages**  Spanish — Fluent  English — Native  **Certifications**  ServSafe Food Handler Certification | 2020-01-01  OSHA Workplace Safety Training | 2020-01-01  **Awards**  Employee of the Quarter | 2021-09-01  Café Loco  Recognized as “Employee of the Quarter” at Café Loco (Q3 2021) for consistent performance and team support.  Reduced spoilage loss | 2022-01-01  Café Loco  Reduced weekly spoilage loss by approximately 15% through improved inventory tracking and rotation practices (2022). | **Interests**  Reliable Transportation: Own reliable transportation and have a clean driving record.  Work Flexibility: Willing to work weekends, holidays, and overtime as needed.  Career Development: Open to training and career pivot opportunities.  **References**  References available upon request. |