

# Sophie Finch

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## Work Experience

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### **Shift Lead and Assistant Manager**

Caribou Coffee - Rochester, MN  
June 2020 to Present

55901  
507-280-4375

### **Manager and Bartender**

Finch's Pub - Hope, MN  
October 2017 to July 2020

56046  
507-390-0272

### **Night Stocker and Cashier**

Pavilions - West Hollywood, CA  
March 2015 to October 2017

90069  
310-595-1730

## Education

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### **Bachelor's degree in Communications**

Arizona State Online  
January 2019 to Present

## Skills

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- Adobe Photoshop
- Inventory control (1 year)
- Order entry (1 year)
- Assistant manager experience (Less than 1 year)
- Maintenance
- Cooking
- Load & unload
- Cashiering
- Barista experience

- Cleaning
- Warehouse experience
- Shift management
- Customer service
- Bartending
- Coffee experience
- Stocking
- Food Service
- POS

## Assessments

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### **Food service: Customer situations — Highly Proficient**

February 2021

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting.

Full results: Highly Proficient

### **Work style: Reliability — Expert**

February 2021

Tendency to be dependable and come to work

Full results: Expert

### **Customer focus & orientation — Highly Proficient**

November 2020

Responding to customer situations with sensitivity

Full results: Highly Proficient

### **Front desk agent (hotel) — Expert**

January 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: Expert

### **Customer service fit — Highly Proficient**

February 2021

Measures the traits that are important for success for customer service roles

Full results: Highly Proficient

### **Supervisory skills: Motivating & assessing employees — Completed**

November 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: Completed

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.