

# Eden Arellano

(916)990-4325 | ega425@gmail.com | Granite Bay, CA 95746

## Summary

People-oriented Shift Leader, effective in successfully executing new initiatives. Committed to creating workplace culture consistent with the organization's mission and values. Continuously evaluates workplace safety concerns and performs behavioral safety initiatives to goal levels.

Ambitious student pursuing a Childhood Education degree eager to contribute developed knowledge in any role. Skilled in Communication and Work Ethic in all settings. Adaptable and driven with a strong work ethic and ability to thrive in team-based or individually motivated settings.

## Skills

- Multitasking
- Customer Service
- Collaboration
- Work Ethic
- Problem Solving
- Workplace Efficiency
- Flexible
- Money Management
- Time Management
- Customer Interaction

## Experience

### **Barista** | Dutch Bros. (Roseville, CA) | 05/2021 - Current

- Prepare bills for food and drinks, using cash registers, calculators, or adding machines and accept payments or make change
- Perform cleaning duties such as sweeping, mopping and washing dishes, to keep equipment and facilities sanitary
- Brew coffee and tea, and fill containers with requested beverages
- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees or teas
- Describe menu items to customers or suggest products that might appeal to them
- Provide customers with product details, such as coffee blend or preparation descriptions
- Take customer orders and convey them to other employees for preparation
- Take out garbage
- Weigh, grind and pack coffee beans for customers
- Demonstrates the use of retail equipment, such as espresso machines

### **Shift leader** | Carl's Jr (Granite Bay, CA) | 02/2021 - 04/2021

- Trained team on procedures and sales tactics to reach daily sales goals and promote superior guest experiences.

- Supervised, motivated, and led employees to maintain productivity and customer service levels.
- Delegated tasks to employees and monitored activities and task completion.
- Transformed work area by increasing production, reducing turnover, eliminating waste and enhancing quality.
- Generated reports to assess performance and make adjustments.
- Kept areas clean, neat and inspection-ready at all times to comply with product and store guidelines and procedure
- Positioned skilled staff in key areas throughout shift to optimize department and store productivity and efficiency.
- Oversaw timely execution of promotions and marketing programs.
- Upheld company standards and compliance requirements for operations and cleanliness of all areas.
- Assisted with performance reviews to identify areas of improvement.
- Coordinated daily shift changes to facilitate tasks and handle special needs or requests given by the employees
- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Documented receipts, employee hours and inventory movements.
- Documented production levels, materials used and special incidents to keep management informed of daily activities.

**Associate | HomeGoods, TJX Companies - Granite Bay, CA | 11/2020 - 03/2021**

- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.
- Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.
- Identified needs of customers promptly and efficiently.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Retained product, service and company policy knowledge to serve as a resource for both coworkers and customers.

**Crew | Carl's Jr (Granite Bay, CA) | 08/2019 - 02/2021**

- Demonstrated proper food safety practices by accurately completing quality control checklists and procedures.
- Kept the restaurant lobby, front counter, drive-thru, kitchen and restrooms neat and clean throughout the shift.
- Upheld high standards of productivity and quality in all areas of operations.
- Packed all fast food products in approved containers, cups and bags.
- Drove team success by completing assigned tasks quickly and accurately.
- Performed cleaning duties, including wiping tables and equipment, sweeping and refilling stock.

- Entered orders into the computer system to send order details to the kitchen, mentioning customers' special requests and food allergies in person.

## Education and Training

Granite Bay High School | Granite Bay, CA | 12/2020

**High School Diploma**

Sierra College | Rocklin, CA

(expected to transfer 05/2022)

**Education and Development:** Early Childhood Education

Relevant courses: Human Development 1 & 4, Psychology 101