

KATIE KAELBLE

CONTACT

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SKILLS

- Sales expertise
- Report preparation
- Good listening skills
- Staff education and training
- Creative problem solving
- Shipping procedures understanding
- Quality control
- Heavy machinery safety
- Supervision
- Recipe creation and conversion
- Sanitation and Cleanliness
- Whole-grain baking
- Budgets
- Heavy lifting
- Complaint resolution
- Credit card processing
- Professional telephone demeanor
- Medical terminology knowledge
- Stocking and replenishing
- Money handling abilities
- Packing and shipping proficiency
- Problem resolution
- Process improvement
- Adaptive and creative
- Holiday Baking
- Commercial production
- Performance improvement
- Shelving of products

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in the fine jewelry industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

Hard working baker bringing two years' experience in small bakery with high output. Knowledge of classic techniques and broad array of recipes.

Experience with breads, rolls, cookies, pastries and decorating techniques.

WORK HISTORY

Customer Service Representative, 07/2013 to Current **Van Drake Jewelers - West Saint Paul, Minnesota**

- Processed, scheduled and executed customer orders for new and established customers.
- Resolved customer complaints and addressed emergency requests and needs.
- Informed customers of product, price and policy changes to educate on issues and resolve concerns.
- Learned and maintained in-depth understanding of product and service information to offer knowledgeable and educated responses to diverse customer questions.

Apprentice Baker, 06/2019 to 05/2020

Panera Bread - Eagan, Burnsville, Richfield, MN

- Mixed, proofed, shaped and baked dough for baguettes, bagels and other breads.
- Cleaned and maintained kitchen equipment and oven.
- Prepared all pastry items in accordance with standards of quality, quantity control, taste and presentation.
- Determined quantity of product to prepare for next day operation by maintaining detailed production schedule.
- Replenished and rotated food items, following correct food cooling and storage procedures.
- Baked consistent quality items by accurately mixing, dividing, shaping and proofing.
- Mixed icing and other toppings by reading recipes, scaling and measuring ingredients and operating mixer.
- Prepared assortment of chocolate bark, truffles and other hand dipped and molded chocolates.
- Iced and airbrushed cakes and other pastries for customized orders.
- Developed new products based on seasonal ingredients, holidays and dessert trends.

1st Shift Packaging Lead, 09/2018 to 05/2020

National Choice Bakery (Twin City Bagel) - South Saint Paul, MN

- Operated all KRL packaging machinery safely to reduce workplace accidents.
- Quickly adapted plans and adjusted KRL and slicer equipment to maintain high standards of functionality and safety.
- Performed minor maintenance on equipment to keep tools operational and detailed all repair work in reports for maintenance management.
- Maximized productivity by keeping detailed records of daily progress and identifying and

rectifying areas for improvement.

- Maintained order accuracy and customer satisfaction by double-checking packing labels while packaging bakery products.
- Distributed individual assignments to team members and monitored progress against production timetables.
- Trained new employees and promoted supportive, performance-oriented atmosphere by, instructing each in use of machinery, standard operating procedures and company policies.
- Took on additional job duties, including palletizing and mixing bread dough during unexpected backlog, resulting in meeting project target date.

Server/Shift Supervisor, 02/2015 to 10/2018

Baker Square Restaurants - West Saint Paul, MN

- Assembled and baked pies, cinnamon rolls and dinner rolls.
- Kept updated knowledge of menu and promotions, recommending specific items according to preferences and food allergies.
- Enhanced operational efficiency by using slow periods to restock employee and customer supplies, including ice, condiments, utensils, napkins, trays and delivery bags.
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.
- Kept register accurate through correct billing, payment processing and cash management practices.
- Worked with POS system to place orders, manage bills and handle complimentary items for dissatisfied customers.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Checked identification to enforce age regulations for alcoholic beverages.
- Greeted and maintained relationships with regular customers.
- Prepared beverages and filled food orders for customers.

EDUCATION

Associate of Applied Science : Surgical Technology

Hi Tech Institute - Saint Louis Park, MN

- Coursework in Surgical equipment, anatomy and physiology, dosage, surgical sutures and *phlebotomy*