

# Jennifer Roberts

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## Experience

### **BAKER | ISLAND DONUTS, ST. AUGUSTINE FL | MAY 2021 – JULY 2021**

- Assisted the team and Head Baker in achieving sales and labor objectives to increase profitability.
- Managed the daily baking of donuts to ensure highest product quality.
- Recognized for my ability to lead and train team members.
- Recognized for my proficiency in executing all bakery items, leading overnight shifts, and my ability to motivate team members.

### **BARISTA | FLIK HOSPITALITY, LAKE FOREST IL | AUGUST 2019 – APRIL 2021**

- Provided daily over 350 quality coffee beverages, smoothies, and juices to all clients.
- Received 100% client satisfaction.
- Increased repeat orders by offering excellent customer service and controlling the customer wait time less than 5 minutes.
- Disseminated coffee facts about our specific bean to create a more insightful drinking experience.
- Recognized by our head client for my proficiency, positive attitude, and ability to produce high quality beverages.

### **BAKER | LEE DONUTS, LIBERTYVILLE IL | FEBRUARY 2019 – AUGUST 2019**

- Managed the daily baking of donuts, cookies and muffins to ensure highest quality.
- Created new bakery items to increase sales and customer satisfaction.
- Managed special catering orders and provided customers with the best quality for specific needs.

### **ASSISTANT MANAGER | DONATI'S PIZZA, LAKE BLUFF IL | SEPTEMBER 2018- JULY 2019**

- Management of a team of 20-25, staff training in pizza making and customer service.
- Ensured the consistent delivery of high quality products and exceptional customer service.
- Developed relationships with customers to provide best experience.
- Maintained clean and safe working environment for customers and employees.

### **LEAD BAKER/CASHIER | EUREST DINING, BLOOMINGTON IL | OCTOBER 2016-AUGUST 2018**

- Managed the daily baking of cookies, muffins, pastries, and bagels for cafes and catering orders providing for 5-2,000 clients.
- Managed cashier employees by assigning cash boxes and location of shift station.
- Operated cash registers using cash and credit transactions.
- Ensured the recordings of all financial reports, completed deposits and money orders.
- Executed the count of all cash boxes and company safe totaling \$7,500.

## Education

**ASSOCIATES IN SCIENCE | MORAIN VALLEY COMMUNITY COLLEGE |**

