

# EKTA BILKEY

Barista trainer

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## LINKS

[linkedin.com/in/ektabilkey](https://www.linkedin.com/in/ektabilkey)

## SKILLS

Coffee brewing

Coffee roasting

Espresso extraction

Milk steaming and texturing

Latte art

Customer service

Cleaning

## LANGUAGES

English

Arabic

## HOBBIES

Organizing

Crafting

Reading

## EMPLOYMENT HISTORY

### ● Lead Barista Trainer at Dunkin' Donuts, SC

May 2022 - Present

- Led barista training for a team of 10, increasing sales by 25%.
- Trained new hires on coffee brewing techniques and customer service standards.
- Developed curriculum for ongoing barista education and professional development.
- Implemented quality control procedures to ensure consistently excellent product taste and presentation.
- 5) Monitored inventory levels and placed orders as needed to maintain optimal stock.

### ● Senior Barista Trainer at Starbucks, SC

Jul 2019 - Apr 2022

- Led team of baristas in preparing and serving over 1,000 customers per day.
- Created training materials and led classes for new hires on espresso machines, drink preparation, and customer service.
- Monitored inventory levels and placed orders for supplies as needed.
- Maintained cleanliness standards in work area according to company guidelines.
- Assisted with opening a new location by providing guidance on staff training and operations.

### ● Barista Trainer II at Peet's, SC

Jul 2015 - Jun 2019

- Trained 50 baristas in proper espresso extraction, milk steaming, and drink making techniques.
- Implemented new training program that decreased average training time by 20%.
- Created standardized recipes for all drinks served at company locations.
- Wrote and edited barista training manual used by all trainers nationwide.
- Conducted monthly evaluations of trainees which resulted in improved performance for 80% of participants.

## EDUCATION

### High School Diploma at Dixie High School

Sep 2011 - May 2015

Some skills I've learned are time management, organization, and how to study effectively.