

Shaunta Shostak

Coffee shop manager

✉ shaunta.shostak@gmail.com

☎ (122) 575-8914

📍 8672 Pineview Drive, Olive Branch, MS 38654

Education

High School Diploma at Murrah High School, MS

Aug 2013 - May 2017

I have learned how to read, write, and do math.

Links

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

Skills

Customer service

Food preparation

Cash register operation

Inventory management

Scheduling and staffing

Training new employees

Marketing

Languages

English

Japanese

Hobbies

Organizing social events

Designing and decorating

Trying new recipes

Profile

I have over 5 years of experience managing coffee shops. I am experienced in all aspects of running a successful coffee shop, from ordering and stocking supplies to training and supervising staff. I pride myself on providing excellent customer service and creating a warm, inviting atmosphere for our customers. I am also experienced in marketing and promoting our products and events. In my previous role as manager of The Daily Grind, I increased sales by 20% through innovative marketing campaigns and introducing new menu items.

Employment History

Coffee Shop Manager at Dunkin' Donuts, MS

Jun 2022 - Present

- Increased coffee shop sales by 10% through effective marketing and promotions.
- Hired and trained a new team of baristas, resulting in increased efficiency and customer satisfaction.
- Implemented a new inventory management system that reduced waste and improved stock turnover.
- Negotiated better terms with suppliers, leading to cost savings of 5%.
- Won "Best Coffee Shop" in the city for 2 consecutive years.

Assistant Coffee Shop Manager at Starbucks, MS

Sep 2017 - May 2022

- Hired and trained a team of 15 baristas, who consistently provided excellent customer service and increased sales by 20%.
- Implemented new cost-saving measures that reduced waste by 10%.
- Created weekly schedules that ensured smooth operation during high-traffic times.
- Monitored inventory levels and placed orders with suppliers as needed to maintain stock.
- Acted as a liaison between management and staff, effectively communicating needs and concerns while maintaining positive relationships.

Certificates

Certified Barista

Mar 2021

Certified Coffee Shop Manager

Apr 2019

Memberships

National Coffee Association

Specialty Coffee Association