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**Nationality:** Ghanaian

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### **PROFESSIONAL SUMMARY**

A dedicated and experienced barista with four years of expertise in crafting high-quality beverages, delivering excellent customer service, and maintaining efficient café operations. Skilled in coffee preparation techniques, equipment handling, and inventory management, with a passion for creating memorable customer experiences.

### **KEY SKILLS**

* Expert in preparing a variety of coffee beverages, including espresso-based drinks and latte art.
* Proficient in operating and maintaining coffee machines and brewing equipment.
* Strong customer service focus, ensuring a welcoming and positive experience for all guests.
* Efficient time management and multitasking in high-paced environments.
* Team-oriented with excellent interpersonal and communication skills.

### **PROFESSIONAL EXPERIENCE**

**Barista**

*Second Cup- Ghana*

*04/2022 -- PRESENT*

* Prepared and served a range of coffee beverages, ensuring high quality and consistency.
* Operated and maintained coffee machines and ensured regular cleaning and upkeep.
* Delivered outstanding customer service by managing orders, addressing special requests, and creating a welcoming café atmosphere.
* Conducted stock checks and managed inventory for coffee supplies, maintaining smooth operations.
* Maintained hygiene and cleanliness standards in compliance with safety regulations.

**Barista**

*Vidae Café, Ghana*

*02/2021 TO 03/2022*

* Created specialty coffee drinks while providing personalized service to customers.
* Trained new staff in coffee preparation techniques and customer service standards.
* Educated customers on coffee blends, brewing methods, and flavor profiles.
* Ensured workspace cleanliness and adhered to food safety standards.

### **ACHIEVEMENTS**

* Recognized as "Employee of the Month" for exceptional customer service and team collaboration.
* Successfully reduced beverage preparation times while maintaining quality, improving customer satisfaction.

### **CERTIFICATIONS**

* *Barista Training Certificate* – Completed comprehensive training in coffee preparation and service.
* *Food Safety and Hygiene Certification* – Ensured compliance with food safety standards.

### **EDUCATION**

**Anglo Senior High School** – WASSCE (2015)

### **LANGUAGES**

* English (Fluent)
* Ghanaian Language (Fluent)

**REFERENCE**

**AVAILABLE UPON REQUEST**