

SARAH WHEELER

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 Livermore, CA 94551

PROFESSIONAL SUMMARY

Experienced with team leadership, fostering environment of collaboration and efficiency. Utilizes strong organizational skills to ensure smooth operations and high-quality customer service. Track record of effective communication and conflict resolution, driving team success.

SKILLS

- Experience in Adobe Creative Suite
- Experience in Coding
- Visual art creation
- Digital illustration
- Concept development
- Cleanliness maintenance
- Equipment troubleshooting
- Product upselling
- Adaptability to change
- Sales promotion
- Team collaboration
- Customer service

EDUCATION

San Jose State University
San Jose, California, CA •
Expected in 05/2027

Bachelor of Arts: Digital Art And
Media
• 3.8 GPA

WORK HISTORY

Grounded Coffee Shop - Barista Shift Supervisor
Livermore, CA • 08/2024 - Current

- Supervised daily operations to ensure efficient workflow and high-quality customer service.
- Trained and mentored new baristas on beverage preparation and customer interaction techniques.
- Managed inventory levels, placing orders to maintain stock of coffee and supplies.
- Resolved customer complaints professionally, ensuring satisfaction and retention rates improved.
- Conducted quality control checks on beverages, ensuring consistency in taste and presentation.
- Trained new team members on barista skills, cash handling procedures, and company policies for consistent performance across the team.
- Built strong relationships with regular customers through attentive service, remembering preferences, and engaging in friendly conversation when appropriate.

American Eagle Outfitters, Inc - Shift Leader
Livermore, CA • 05/2021 - 08/2024

- Supervised daily operations, ensuring efficient workflow and adherence to company standards.
- Trained and mentored team members on product knowledge and customer service techniques.
- Implemented visual merchandising strategies to enhance store presentation and drive sales.
- Monitored inventory levels, coordinating restocking efforts to minimize shortages.
- Resolved customer inquiries and complaints, fostering positive shopping experiences.
- Trained new employees and delegated daily tasks and responsibilities.