

LISA JOHNSON

Barista

1515 Pacific Ave, Los Angeles, CA 90291, United States

email@email.com

Place of birth *San Antonio* Nationality *American*
Driving license *Full*

LINKS

[Twitter](#), [Instagram](#), [Facebook](#)

PROFILE

Professional Barista with 4+ years of experience serving high-quality espresso, cappuccinos, and brewing coffee in a fast-paced coffee emporium environment. Passionate about providing customers with the perfect café experience by implementing theoretical and knowledge gained during barista master classes at the International Barista Coffee Academy.

EXPERIENCE

❖ **Barista, Heavenly Coffees** Jun 2017 – Apr 2019
Dallas

Designed a new brewing process adopted by all 100 franchise locations which reduced the individual coffee preparation time by 30 seconds ultimately increasing store revenues by 12% annually.

- Implemented a new latte art training program, teaching 20 baristas how to pour simple, beautiful patterns and unique forms
- Create unique seasonal coffee blends to promote during major holidays like Christmas and Labor day
- Supervise a team of junior Baristas and servers and admin staff
- Inspect beverages before they get served
- Handle finishing touches and assist with complicate latte stenciling on signature beverages
- Advanced technical competence in brewing methods Espresso, French press, AeroPress, pour over, and cold brew
- Facilitate demonstrations days to show customers how to manually tamper, pull and extract coffee beans to make espresso shots

❖ **Barista, Industrial Beverage Emporium** Apr 2015 – May 2017
Austin

Introduced a drink as much as you want promotion increasing total weekend sales by 15% per month. Implemented a client survey scorecard and suggestion box which resulted in an improved customer satisfaction rating from 88% to 96% within three months

- Prepare espresso shots, specialty espresso drinks, and French press, pour over, and drip coffee orders
- Use commercial coffee brewers as well as manual and semi-automatic espresso machines
- Advise patrons regarding particular origins and flavors of coffee blends, roasts, teas, and specialty espresso beverages,
- Facilitate coffee tasting sessions and coffee and chocolate pairing events to introduce customers to new products

EDUCATION

❖ **Cornell Technical College** Feb 2012 – May 2014
Bachelor's Degree in Coffee Consciousness New York

GPA: 3.8

Majors: Latte Art, Brewing Equipment Fundamentals, Café Management

Minors: Cupping, Palate Development Foundations, Equipment Maintenance

Accolades: IBCA Bursary recipient

❖ **Allianz Francais** Nov 2011 – Jan 2012
French Language Training - Advanced Level Dallas

SKILLS

Brewing	<i>Beginner</i>	Roasting	<i>Beginner</i>
Grinding	<i>Beginner</i>	Latte Art	<i>Skillful</i>
Specialty Coffees	<i>Skillful</i>	Espresso Techniques	<i>Skillful</i>
Cupping	<i>Skillful</i>	Coffee Knowledge	<i>Skillful</i>
Coffee Making	<i>Skillful</i>	Pouring Techniques	<i>Skillful</i>

COURSES

❖ **Level 2 Certification, Barista Guild of America, San Antonio, TX** Jan 2019 – Apr 2017
Barista Guild of America

❖ **Coffee Shop Manager Training Course** Oct 2013 – Dec 2013
Texas Coffee School

❖ **Basic, Intermediate and Advanced Barista Training** Jan 2011 – Aug 2012
IBCA (International Barista Coffee Academy)

INTERNSHIPS

❖ **Waiter, Mugg & Bean** Jan 2013 – Nov 2015

- Follow recipes to make specialty coffee drinks,
- Use equipment such as automated espresso machines, grinders, roasters, and milk frothers
- Intermediate knowledge of coffee origins, flavor tasting techniques, and bean varieties.
- Take orders from customers and serve hot and cold drinks to patrons
- Clean and sanitize machinery and monitor machine maintenance schedules

LANGUAGES

English *Native speaker* German *Native speaker*