

# Zoraya Effa

## Barista

### Profile

### Employment History

### Education

#### Details

[zoraya.ffa@gmail.com](mailto:zoraya.ffa@gmail.com)

(509) 281-2994

New Haven, CT

Seasoned barista with 3 years of experience in crafting quality beverages and delivering excellent customer service. Proven track record in efficient workflow management, maintaining a clean environment, and enhancing patron satisfaction. Passionate about coffee and creating memorable experiences.

#### Barista Supervisor at Starbucks, CT

Apr 2025 - Present

- Spearheaded a customer loyalty initiative, boosting repeat patronage by 18% over six months through personalized service and targeted promotions.
- Streamlined inventory management processes, resulting in a 22% reduction in waste and saving approximately \$3,750 annually.
- Led a team of 12 baristas, enhancing productivity by implementing cross-training programs that improved order accuracy by 15%.
- Coordinated weekly team meetings focusing on conflict resolution and communication skills, which increased employee satisfaction rates by 25%.

#### Junior Barista at Dunkin', CT

Mar 2022 - Mar 2025

- Boosted daily sales by 12% through upselling techniques and personalized customer interactions, enhancing overall customer satisfaction and loyalty.
- Streamlined the beverage preparation process, reducing wait times by 20%, contributing to a more efficient workflow during peak hours.
- Collaborated with team members to implement a new inventory management system, decreasing stock discrepancies by 15% and ensuring product availability.
- Spearheaded a weekly staff training initiative on coffee brewing methods, improving team skills and elevating product quality standards.

#### Certificate in Coffee Brewing and Barista Skills at Norwalk Community College

Nov 2017 - May 2022

Relevant Coursework: Espresso Techniques, Latte Art, Coffee Bean Selection, Brewing Methods, Customer Service in Cafés, Equipment Maintenance.