

Clifford Hevel

Barista

✉ clifford.hevel@gmail.com

☎ (265) 254-4465

📍 Jackson, MS

EDUCATION

Certificate in Coffee Brewing and Barista Skills at Hinds Community College, MS

Nov 2018 - May 2023

Espresso techniques, milk texturing, coffee bean selection, brewing methods, and customer service skills.

LINKS

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

SKILLS

Espresso Machine

Latte Art

POS Systems

Customer Service

Time Management

LANGUAGES

English

Hindi

HOBBIES

Painting

Gardening

Photography

PROFILE

Motivated barista with two years of experience in crafting exceptional coffee beverages. Eager to learn and adapt, excels in fast-paced environments while maintaining quality service. Passionate about enhancing customer experiences and expanding coffee expertise.

EMPLOYMENT HISTORY

● Senior Barista at Starbucks, MS

May 2025 - Present

- Spearheaded a customer loyalty initiative, boosting repeat patronage by 23% over six months through personalized service and targeted promotions.
- Mentored and trained 15 new baristas, enhancing team efficiency and reducing onboarding time by two weeks while fostering a collaborative work environment.
- Innovated a seasonal beverage campaign, resulting in a 17% increase in sales during the holiday quarter by leveraging creative flavor combinations and engaging social media marketing.
- Implemented an inventory management system that decreased waste by 12%, optimizing stock levels and streamlining supply orders for peak operational efficiency.

● Junior Barista at Dunkin', MS

Apr 2023 - Apr 2025

- Assisted in reducing customer wait times by 15% through efficient order processing and proactive teamwork, enhancing overall guest satisfaction.
- Developed a new inventory tracking system that minimized stock shortages by 28%, ensuring consistent availability of popular items.
- Trained 5 new team members on coffee preparation techniques and store procedures, fostering a collaborative and skilled work environment.

CERTIFICATES

Specialty Coffee Association (SCA) Barista Skills Certificate

Apr 2024

Coffee Quality Institute (CQI) Q Grader Certification

Feb 2023

MEMBERSHIPS

Specialty Coffee Association

Barista Guild