**RESUME**

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PERSONAL DETAILS

NAME : NAKALEMA

NATIONALITY :UGANDAN

♦♦♦**BARISTA**♦♦♦

**Professional Barista with passion for all things coffee.**

**Professional Summary:** Ambitious and creative Barista with 2 years’ hands-on experience in coffee making and brewing. Substantial knowledge of various coffee types and their characteristics. Track record of increasing the ratio of returning clients through friendly and warm customer service. Very punctual individual who has a neat and tidy appearance. Language: English

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| **CORE COMPETENCIES** |  |
| ● Coffee bean types and features | ● Coffee brewing |
| ● Espresso blends | ● Latte and fudge art |
| ● Inventory management | ● Communication |
| ● POS System | ● Customer service |
| ● MS Office applications | ● Cashiering |

**PROFESSIONAL EXPERIENCE**

**Barista** |SOUND CUP UGANDA |DEC 2015– JAN 2017

• Enhance the number of returning coffee customers by 20% through effective coffee making and customer service skills  
• Attain the most dedicated employee award in 2015  
• Note orders and serve coffee, food and beverages to guests in a timely fashion  
• Make coffee using a number of brewing methods such as pour over, espresso and cold brew  
• Open and close the coffee station  
• Assist in menu setting and determining coffee of the week regularly  
• Communicate with customers, note their preferences and take feedback  
• Perform cashiering and inventory management tasks  
• Monitor wastage and record consumption of items  
• Maintain cleanliness of counter and bar

**EDUCATION & CERTIFICATION**

BARISTA PRO NAIROBI KENYA

**EXCERPT FROM REFERENCE**

**GLORIA is very expert in handling high volumes with high energy …**  
**– ESTHER OTIENO BARISTA TRAINER,**