

SHAVYA DHAWAN

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Results-driven manager with strong expertise in coffee preparation, customer service, and staff supervision. Skilled in inventory management, scheduling, and maintaining clean, organized workspace. Demonstrates conscientious approach to achieving high-quality results and creating welcoming environment for customers. Brings solid work ethic and attention to detail to role of Barista Manager.

Skills

- Client confidentiality
- Transaction processing
- Credit solutions guidance
- Customer service excellence
- Problem-solving
- Problem-solving abilities
- Reliability
- Financial product sales
- Compliance awareness
- Customer service
- Multitasking
- Time management
- Organizational skills

Experience

ASSISTANT MANAGER
TANGO PALACE, Toronto
August 2024 - Present

- Trained new employees in product knowledge, customer service protocols, cash handling procedures, and safety regulations.
- Resolved customer complaints quickly and effectively while maintaining a high level of professionalism.
- Helped oversee the daily operations of the store, managing staff and inventory.

SUPERVISOR
STARBUCKS, Toronto, ON
November 2022 - February 2024

- Trained new employees on company policies, procedures and work ethics.
- Supervised and coordinated activities of staff to ensure compliance with established policies, procedures, and standards.
- Delegated tasks to team members according to individual strengths.

Barista
WORLD OF BARBIE , Mississauga , ON
April 2022 - November 2022

- Operated cash registers and handled cash and card transactions.
- Assisted with opening and closing tasks such as cleaning cafe areas or setting up displays.
- Showed aptitude in multitasking multiple orders at once while maintaining accuracy in product quality.

Education

DIPLOMA IN CREATIVE INDUSTRIES MANAGEMENT

Sheridan, mississauga

July 2024

DIPLOMA IN HR MANAGEMENT

Algoma University, Brampton

February 2022

BACHELOR OF ARTS (B.A.) in ENGLISH LITERATURE

St Xavier's College, Ahmedabad

July 2021

References

References available upon request