

Valeria Medina

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SUMMARY

Customer focused barista with three years of **coffee service** and cashiering experience across busy cafe and **campus dining** settings. Prepares espresso drinks, brewed coffee, tea, seasonal beverages, and food orders with consistent recipes, presentation, and **quality standards**. Processes counter, cash, POS, and mobile orders accurately while keeping **waiting customers** informed and service moving during evening rushes. Maintains clean, labeled, stocked counters and displays through active service, then completes opening, operating, sanitation, and closing routines independently. ServSafe certified, comfortable discussing featured products, sampling coffee and tea for quality assurance, resolving routine concerns, supporting student associates, and reinforcing appearance expectations. Brings dependable communication, safe chemical handling, manual dexterity, and stamina for extended standing, lifting supplies up to 30 pounds, and late evening operations.

EXPERIENCE

Barista February 2025 - Present
Keystone Coffee House Allentown, PA

Supports high volume cafe service across espresso, brewed coffee, tea, seasonal beverages, counter orders, mobile pickup, product presentation, sanitation, stocking, customer care, and independent evening closing operations.

- Prepared espresso, **coffee**, tea, and **seasonal beverages** using recipes that kept presentation consistent across shifts.
- Processed POS and **mobile orders**, verified modifications, and organized pickup flow for accurate **customer service**.
- Discussed roast profiles, tea selections, and featured **beverages** using sampling notes for practical recommendations.
- Maintained labeled displays, stocked supplies, and clean counters throughout evening service and customer demand.
- Resolved routine order **concerns** courteously, remade products when appropriate, and preserved positive guest experiences.
- Completed independent closing checklists, replenished supplies, recorded shift needs, and prepared stations for opening.

Student Barista September 2023 - January 2025
Campus Cafe Program Bethlehem, PA

Delivered campus coffee and grab and go service around class schedules, balancing cashiering, beverage preparation, sanitation, stocking, quality checks, shift transitions, and student associate support.

- Delivered coffee, **tea**, and grab and go service during frequent student rush periods and class changes.
- Operated cash registers and **POS terminals** while balancing ordering, payment, preparation, and pickup tasks.
- Followed **food safety** procedures for equipment, counters, utensils, storage, and approved **cleaning chemicals**.
- Restocked cups, ingredients, packaged products, and **displays** using labels and rotation practices for late demand.
- Sampled coffee and tea products during supervised quality checks and recorded flavor observations for customer **questions**.
- Completed cleaning and stocking tasks during shift transitions while reinforcing service and appearance expectations.

PROJECTS

Campus Beverage Quality Review 📅 2024

Sampled coffee and tea products during supervised checks, recorded flavor observations, and used findings when answering customer questions. Maintained clear notes for consistent recommendations.

LEADERSHIP & AWARDS

- ServSafe Food Handler Certificate earned in 2024 through demonstrated food safety and sanitation knowledge.
- Trusted with independent evening closing routines, supply checks, and station readiness at Keystone Coffee House.
- Recognized by campus cafe teammates for dependable service during student rush periods and shift transitions.

EDUCATION

High School Diploma 2023
William Allen High School GPA: 4.0 Allentown, PA

Coursework: Food safety, customer service, business fundamentals, communication

CERTIFICATIONS

- ServSafe Food Handler Certificate 📅 2024
- Cash Register and POS Operations Training 📅 2024

TECHNICAL SKILLS

- **Beverage Preparation:** Espresso, brewed coffee, tea
- **Point of Sale:** POS terminals, cash registers, payment processing
- **Mobile Ordering:** Mobile orders, pickup flow, order modifications
- **Food Safety:** ServSafe, sanitation procedures, quality checks
- **Cleaning Operations:** Cleaning chemicals, equipment cleaning, counter cleaning
- **Product Presentation:** Display labeling, merchandising, beverage presentation
- **Inventory Service:** Stocking, supply replenishment, product rotation
- **Customer Service:** Customer questions, issue resolution, product recommendations
- **Shift Operations:** Opening tasks, operating tasks, closing checklists
- **Campus Dining:** Campus coffee service, student associates, class schedules

SKILLS

- | | | | |
|----------------------|--------------------|---------------------|-----------------|
| • Barista Service | • Mobile Orders | • Product Knowledge | • Labeling |
| • Coffee Preparation | • Cashiering | • Food Safety | • Shift Closing |
| • Tea Service | • Customer Service | • Sanitation | • Multitasking |
| • POS Terminals | • Beverage Quality | • Stocking | |

PROFESSIONAL AFFILIATIONS

- Campus Cafe Program, student associate support and shift transition participation.
- Keystone Coffee House, evening service and independent closing operations.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST