

Benjamin E. McMurray

678-986-4207 (Cell)
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Barista

Four years experience and continuous training in hand-crafted specialty coffee drinks.

Excel at customer service and retention. Skilled at managing all aspects of daily operations in a high volume coffee shop. Always looking for new recipes and ways of creating drinks.

Strengths

- Highly successful Internal/external customer service and daily shop operation skills
- Recognized for productivity, organization, attention to detail and follow-through
- Proven advanced problem solving and fix-it skills in fast-paced challenging environments
- Strong marketing and management skills
- A passion for making excellent hand-crafted espresso drinks, and creating a good customer-server relationship

Work History

Java World, Atlanta, GA August 2007 - July, 2011

Barista/Assistant Manager:

- Open and close the coffee shop, make coffee drinks, cashier, take inventory, maintain and order stock, train and manage other employees, provide high level of customer service, and help with marketing. Attended training at the Batdorf and Bronson Roastery in Atlanta.

Hampton Inn and Suites, Cartersville, GA January - August 2007

Front Desk Clerk/Night Auditor:

- Managed the front desk which involved; greeting guests, making reservations checking people in, dealing with customer requests and complaints. Was also responsible for billing, nightly audits and other paperwork as required.

Wal*Mart Stores, Inc., Cartersville, GA January - August 2005

Remodeling Crew Associate:

- Responsible for moving products, dismantling and moving shelving; cleaning and preparing areas for new flooring and painting; moving shelving and restocking products back in remodeled areas. Was trained to operate various pieces of equipment: forklift, scissor lift, walkie stacker, pallet rider, and electric pallet jack. Developed good skills in customer service.

Technical Skills

Software: Adobe Illustrator, Adobe Photoshop, Adobe Dreamweaver

Coding languages: Java, HTML, CSS, Java Script

Education & Certifications

Woodland High School - May 2005 Honors Graduate 3.8 Grade Point

Georgia Institute of Technology - 2011 B. S. Computational Media

Batdorf and Bronson Roastery - Trained in seed to cup, espresso 101, drink preparation and latte art presentation.
Food Handler Certification

References

Steve Burd, Java World Manager - 404-423-5255
Monica Sweat, Professor and Loyal Customer - 404-385-6375
Facebook Fan Page - <http://www.facebook.com/bmcmurraybarista>