

Elena Martinez

Certified Barista & Cafe Specialist

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Dynamic barista with over 6 years of experience dedicated to mastering the art and science of coffee. Passionate about delivering exceptional customer experiences and pioneering innovative coffee blends. Recognized for enhancing café ambiance, fostering customer loyalty, and leading barista training initiatives.

EXPERIENCE

Urban Aromas Coffee House, Seattle, WA

July 2019 - Present

Lead Barista

- Spearheaded the creation of 5 unique coffee blends, resulting in a 12% sales uptick.
- Trained and mentored a diverse team of 6 baristas, emphasizing drink consistency and customer rapport.
- Conducted monthly workshops, engaging customers in the journey from bean to cup.
- Collaborated with suppliers, ensuring freshness and quality of coffee beans, resulting in 20% increased customer satisfaction.

Whimsical Beans Cafe, Seattle, WA

May 2017 - June 2019

Barista

- Educated customers on various coffee beans and brew methods.
- Assisted in organizing monthly coffee-tasting events, attracting repeat business.
- Maintained cleanliness and organization of the cafe, adhering to health standards.

EDUCATION

Seattle Community College, Seattle, WA

Graduated in 2017

Associate Degree in Hospitality Management

Coursework included:

- Beverage Management
- Customer Service Techniques.

SKILLS

- Advanced espresso machine expertise
- Specialty drink formulation
- Deep knowledge of global coffee origins
- Exemplary customer engagement
- Inventory and quality control
- Team leadership and collaboration

CERTIFICATIONS

- Barista Guild Level 2 Certification, 2020.
- Advanced Espresso Techniques Course, 2019.
- SCA (Specialty Coffee Association) Certified Barista, 2018.

PROFESSIONAL MEMBERSHIPS

- Barista Guild, Member since 2018.
- Specialty Coffee Association (SCA), Member since 2017.

LANGUAGES

English (Native), **Italian** (Conversational)

HONORS

- Winner, Seattle Barista Championship, 2020.
- Recipient, Best Customer Service Award, Whimsical Beans Cafe, 2018.

CONTINUED LEARNING

- Participated in a week-long coffee sourcing expedition to Ethiopia, 2021.
- Attended the Global Coffee Summit in 2019 and 2020.

PERSONAL INTERESTS

- Curating home-based coffee-tasting events.
- Exploring coffee farms during global travels.