

Miriam Valencia

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Relevant Professional Skills:

- Proficient in Quickbooks online, payroll, and business accounting (accounts payable, accounts receivable, balance sheets, profit and loss reports)
- Management, coaching, and supervisory experience in a fast-paced and high-stress environment
- Over 5 years of experience in excellent customer service, including both in-person and over the phone interactions

Work Experience:

Shift Supervisor

Starbucks Coffee Co.

August 2022-Present

- Oversee teams of 6-12 employees and deploy them effectively for peak performance
- Manage inventory for a store with weekly sales goals of 75,000 and both place/receive supply orders daily
- Preside over cash operations and conduct daily deposits/till balances
- Assist with training of new employees, and provide current employees with positive and respectful coaching

Guest Services Associate

Costeaux French Bakery

August 2021-August 2022

- Perform a variety of tasks, including bakery and table service, foodrunning, and hosting
- Managing orders for baked goods and custom cakes both in person and over phone

Education

Santa Rosa Junior College (2022-Current)

Associates Degree of Theatre Arts expected Fall of 2026