

Blyss Robertson

◆ 3715 W. Addison St. #1 Chicago IL, 60618 ◆ (816)517-2797 ◆ Blyssann@gmail.com

SKILLS

- Adaptable to new processes
 - Microsoft Suite
 - Familiarity with CRM practices
 - Self-Motivation
 - Strong Attention to Detail
 - Customer Service
 - Cash Handling
 - Inventory Management
 - Leadership
 - Photoshop
-

EDUCATION

Bachelor of Arts

Arizona State University – Tempe, AZ 2015-2020

Studio Arts

Graceland University – Lamoni, IA 2005-2007

WORK HISTORY

Starbucks

Assistant Manager - Shift Supervisor- Barista (MO, MA, AK, IL) 2011-Present

- Effectively manage broad-scope operations and strategically prioritize and coordinate daily functions to maximize results across key performance metrics, efficiency, service levels in sales, cost controls, and bottom-line profits.
- Actively collaborate with team in creating action plans targeted toward achieving store goals; analyze data applying it towards innovative solutions for boosting results.
- Proficiently use existing tools, resources, programs, and frameworks to support store in maximizing operational excellence.
- Successfully trained, coached, and directed staff, with a strong focus on optimizing customer satisfaction and ensuring compliance with internal policies and procedures.
- Valuable supervisory experience in customer-focused, service-oriented industry.

Art Institute of Chicago

Visitor Services Associate (Chicago) 2019- 2020

- Provides exceptional customer service to all visitors in a fast-paced environment.
- Promotes and facilitates museum membership sales and transactions.
- Operates the collection database system to provide more in-depth information on the museum's collections and special exhibitions.
- Optimizes Galaxy CRM to ensure accurate input of data and efficient customer transactions.

Siren Retail

Bartender (Chicago) 2018-2019

- Effectively use time management to complete daily tasks.
- Used past management skills to support operation leads in inventory and cash handling.
- Used knowledge to successfully upsell products to reach sales goals.