

DAFTAR RIWAYAT HIDUP

Bimo Seno Wicaksono

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SUMMARY

Enthusiastic and customer-focused Barista with more than 2 years of experience in delivering exceptional service in a fast-paced coffee shop environment. Adept at preparing and serving a variety of beverages, providing personalized recommendations, and ensuring a positive customer experience. Proven ability to work collaboratively in a team and handle high-volume orders efficiently.

EXPERIENCE

Barista

Starbucks Coffee Indonesia

May 2022 - November 2023, Bintaro Sektor 7, Tangerang Selatan

- Greeted customers in a friendly manner, provided excellent customer service by confirming orders and fulfilling customer requests in compliance with company standards.
- Increased customer satisfaction ratings by 10% and achieved an average customer rating of 4.8 out of 5.0, with 95% of customers rating the experience as excellent.
- Handled cash transactions accurately and efficiently with 100% correctness in throughput.

Barista

Bathi 7 Coffee & Eatry

October 2020 - February 2022, BSD, Serpong

- Proficient in operating coffee equipment, maintaining cleanliness, and consistently delivering high-quality beverages. Known for my friendly demeanor, strong work ethic, and ability to thrive in a fast-paced environment.

EDUCATION

Human Resource Management student

Pembangunan Jaya University · Bintaro Jaya · 2020 · 2.89

CERTIFICATIONS

Advance Coffee Master

Starbucks Coffee Indonesia · 2023

Barista Trainer

Starbucks Coffee Indonesia · 2022

SKILLS

Espresso Machine

Customer Service Excellence

Cash Handling and Point-of-Sale (POS) System Operation

Team Collaboration

Time Management

Attention to Detail

Product Knowledge

Upselling Skills

Adaptability in Fast-Paced Environments