

# Isha Bel

Cafe Manager

## Profile

Results-driven Cafe Manager with 2 years of experience in overseeing daily operations, staff management, and customer service. Expert in driving sales growth, controlling costs, and ensuring optimal guest satisfaction. Demonstrates strong leadership, communication, and problem-solving abilities to ensure seamless and efficient cafe operations.

## Employment History

### Cafe Manager at Oregon Coffee Company, OR

Mar 2023 - Present

- Increased annual revenue by 15% in 2019, generating over \$500,000 in sales through effective marketing strategies and menu optimization at Oregon Coffee Company.
- Implemented a new inventory management system, reducing waste by 30% and saving the company over \$20,000 in costs per year.
- Trained and developed a team of 12 employees, resulting in a 25% improvement in customer satisfaction ratings and a 10% increase in repeat customers.

### Assistant Cafe Manager at Dutch Bros Coffee, OR

Jul 2021 - Jan 2023

- Successfully increased overall cafe revenue by 20% within the first year of management through targeted marketing initiatives, streamlined operations, and enhanced customer experience.
- Implemented an effective staff training program that resulted in a 15% reduction in employee turnover, improving overall team morale and productivity.
- Introduced a new loyalty program that led to a 25% increase in repeat customers, significantly boosting the cafe's customer base and enhancing brand loyalty.

## Education

### Associate of Applied Science in Hospitality Management at Oregon Coast Community College, Newport, OR

Sep 2016 - May 2021

Relevant Coursework: Hospitality Marketing, Event Management, Food and Beverage Operations, Front Office Procedures, Lodging Management, Hospitality Law and Ethics, Financial Accounting, and Customer Service.

## Certificates

### ServSafe Food Protection Manager Certification

Feb 2022

### Specialty Coffee Association (SCA) Barista Skills Certificate

Oct 2020

## Details

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## Links

[linkedin.com/in/ishabel](https://www.linkedin.com/in/ishabel)

## Skills

Barista expertise

Inventory management

Staff scheduling

Customer service

POS proficiency

Food safety compliance

Conflict resolution

## Languages

English

Russian

## Hobbies

Gardening

Photography

Cooking and experimenting with new recipes