



# Tawanna Pushman

## Bakery Clerk

With over a year of experience as a Bakery Clerk, I have honed my skills in providing exceptional customer service, maintaining bakery displays, and ensuring the freshness and quality of baked goods. I have adeptly managed bakery inventory, rotated stock, and assisted in the creation of special orders and custom designs for various events. My ability to work in a fast-paced environment, paired with my strong communication and teamwork abilities, have contributed to the success and growth of the bakery department. My passion for the baking industry and commitment to delivering a memorable customer experience have been the driving forces behind my success in this role.

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### Education

#### Diploma in Baking and Pastry Arts at Southeast Community College, Lincoln, NE

Aug 2017 - May 2022

Relevant Coursework: Bread Baking, Cake Decorating, Pastry Techniques, Chocolate and Sugar Artistry, International Pastries, Kitchen Safety and Sanitation, and Food Service Management.

### Links

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

### Skills

Baking techniques

Customer service

Inventory management

Time management

Food safety and sanitation

Product display and  
merchandising

Cash handling

### Employment History

#### Bakery Clerk at Hy-Vee, NE

Mar 2023 - Present

- Successfully increased bakery sales by 15% within the first year of employment by implementing effective product promotion strategies and maintaining high-quality standards for baked goods.
- Efficiently handled an average of 50 customer orders per day, ensuring timely completion and a 98% customer satisfaction rate.
- Streamlined inventory management processes, leading to a 20% reduction in food waste and a 10% decrease in overall supply costs.
- Played a key role in organizing and executing a successful bakery event that attracted over 200 attendees, resulting in a 25% increase in sales for the day.

#### Bakery Associate at Bakers Candies, NE

Jul 2022 - Feb 2023

- Increased daily production rate by 20% through streamlining processes and implementing more efficient baking techniques, resulting in higher output and reduced waste.
- Achieved a 15% reduction in customer complaints related to product quality by implementing stricter quality control measures and providing additional training for team members on proper handling and presentation of baked goods.
- Boosted sales by 30% through the successful introduction of four new seasonal products, which were well-received by customers and led to increased foot traffic and repeat business.
- Reduced employee turnover by 25% through the development of an employee recognition program that boosted morale and fostered a more positive work environment.

### Certificates

#### ServSafe Food Handler Certification

Mar 2022

#### Retail Bakers of America (RBA) Certified Baker

Oct 2020

### Memberships

Retail Bakers of America (RBA)

American Bakers Association (ABA)