




Murna Mazzocca

Bakery Clerk

I am an experienced Bakery Clerk with over 1 year of experience. I have a passion for baking and enjoy creating beautiful and delicious treats. In my previous role, I was responsible for managing the day-to-day operations of the bakery, including ordering supplies, preparing ingredients, and baking products. I have experience in cake decorating, working with dough, and creating new recipes. I am knowledgeable in food safety and sanitation practices, as well as following recipes and instructions. I take pride in providing customers with high-quality products and excellent customer service. I am an organized and motivated individual who is able to work efficiently and effectively in a fast-paced environment.

murna.mazzocca@gmail.com

(172) 820-9850

Boise, ID

Education

High School Diploma in Baking and Pastry Arts at Boise High School, Boise, ID

Aug 2018 - May 2022

Relevant Coursework: Baking and Pastry Fundamentals, Baking and Pastry Arts Theory, Cake Decorating, Artisan Breads, Pastry Production and Plating, and Professional Kitchen Management.

Links

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

Skills

Customer Service

Cash Handling

Food Preparation

Inventory Management

Baking/Decorating Skills

Attention to Detail

Cleanliness

Languages

Employment History

Bakery Clerk at Publix Supermarkets, ID
Sep 2022 - Present

- Increased customer satisfaction by 10% through providing high-quality service: I was able to achieve this goal in my role as a Bakery Clerk at Publix Supermarkets, ID. By ensuring the bakery section of the store always had fresh products and paying extra attention when dealing with customers, I successfully raised customer satisfaction ratings from 85% to 95%.
- Reduced waste levels by 20%: As part of my duties as Bakery Clerk at Publix Supermarkets, ID., I implemented processes that accurately tracked product usage and expiration dates. This allowed us to reduce unnecessary overstocking while still keeping shelves fully stocked; resulting in an overall reduction in food wastage across all departments within our location.
- Increased sales revenue by 15%: Through upselling techniques such as offering discounts on items related to current purchases or suggesting higher quality alternatives for more expensive items, I was able to boost profits generated from each sale significantly which resulted into increased total sales revenues for our department alone reaching 15%.

Bakery Assistant at Whole Foods Market, ID
Aug 2022 - Jul 2022

- Maintained an impeccable record of quality control and food safety standards, ensuring that no product left the bakery with a score below 95%.
- Increased customer satisfaction by 15% over 6 months through providing friendly service and suggesting popular products.
- Prepared 50+ different types of baked goods daily while adhering to strict timelines for production deadlines.

Certificates

ServSafe Food Handler Certificate
Aug 2021

National Bakery Certification Program
Oct 2019

Memberships

American Bakers Association