

Sarah Akers

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Starbucks Barista

Starbucks

December 2019 to March 2023

As our guest would walk in, that's the second we welcome them with a smile on our faces, along with excitement in our voices! I'd get to know my customers as I would gather their order into the POS system from memory, or chatting with them while I prepped their drink for them! I've handled money by cashiering for the drive thru and cafe, and I also helped divide and distribute tips.

I then moved up to be a trainer and I did really well helping my peers understand and catch on to what the Starbucks meaning truly is.

Activities Assistant

Colonial Heights Rehabilitation and Nursing Center - Colonial Heights, VA

April 2022 to September 2022

I'd greet residents with a smile and explain what is going to be happening for the current week. I host and help plan activities such as creating my own Bible studies to helping schedule bands to come and perform for our residents. Supervising the group of residents who come to smoke and deal out contracts. Having patience and assisting the residents who may be confused or having a moment, and just overall making sure everything is content.

Waitress/Hostess

Friendly's - Chester, VA

February 2019 to October 2019

Welcome and sit residents if there wasn't a host on shift. Connect with your guest, receive their orders correctly and efficiently while moving quick. Make any salads you may need, any specialty drinks, along with ice cream request as well. Be able to communicate and handle any conflicts that may arise. Handle cash, use the pos system, decorate and create specialty ice creams.

Education

High school diploma

Thomas Dale High School - Chester, VA

2021

Skills

- Barista Experience (3 years)
- Coffee Experience (3 years)
- POS (4 years)
- Cashiering (4 years)
- Cash Handling (4 years)
- Host/Hostess (4 years)
- Food Service (4 years)
- Serving Experience (4 years)
- Retail Sales (2 years)
- Shift Management (1 year)
- Microsoft Word (2 years)
- Food Safety (2 years)
- Guest Services (3 years)
- Time Management (4 years)
- Customer service (4 years)
- Typing (1 year)
- Restaurant Experience (4 years)
- Food Handling (4 years)
- Dementia Care (1 year)
- Caregiving (2 years)
- Microsoft Powerpoint (4 years)
- Home health
- Assisted living
- Event planning
- Senior care
- Meal Preparation
- Home Care
- Merchandising
- Personal Assistant Experience
- Upselling

Certifications and Licenses

CPR Certification

Assessments

Home health aide skills — Proficient

November 2022

Providing care to patients in a home setting

Full results: [Proficient](#)

Food service: Customer situations — Proficient

June 2023

Identifying and addressing customer needs in a food service setting

Full results: [Proficient](#)

Project timeline management — Proficient

November 2022

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

Case management & social work — Proficient

June 2023

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

June 2023

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

Customer focus & orientation — Proficient

June 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Medical receptionist skills — Proficient

June 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Working with MS Word documents — Proficient

June 2023

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

Early childhood development — Proficient

November 2022

Knowledge of the development of children ages 0-3 and of ways to foster that development

Full results: [Proficient](#)

Work motivation — Proficient

June 2023

Level of motivation and discipline applied toward work
Full results: [Proficient](#)

Sales skills — Proficient

June 2023

Influencing and negotiating with customers
Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

November 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives
Full results: [Proficient](#)

Basic computer skills — Proficient

November 2022

Performing basic computer operations and troubleshooting common problems
Full results: [Proficient](#)

Early childhood development — Proficient

March 2022

Knowledge of the development of children ages 0-3 and of ways to foster that development
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

I've always been considered someone who'd go above and beyond, making sure our guest leaving with an extravagant mood and delight. I work well with many, and I tend to learn fast. I've trained peers who were younger than I, along with older than. I like to talk at a more faster pace which may cause my words to get more jumbled up, but I usually take a minute along with a deep breath and recollect myself.