

DB

Derrick Barnes

Professional Summary

I'm a 19-year-old college sophomore who grew up in a two-parent household in Brooklyn, NY. My hobbies include playing basketball, bike riding, skateboarding, movie watching, and reading. While I've worked only two real jobs so far, I believe I've amassed significant skills that can allow me to prosper in an environment. I'm a skilled multitasker with a work ethic second to none who believes that proper teamwork is the key to a successful business. I can guarantee that I am a reliable prospect with an amazing attitude and personality to match.

Work History

FDNY - Intern

06/2023 - 08/2023

- Analyzed problems and worked with teams to develop solutions.
- Interacted with customers by phone, email, or in-person to provide information.
- Sorted and organized files, spreadsheets, and reports.
- Completed research, compiled data, updated spreadsheets, and produced timely reports.
- Facilitated successful completion of projects from concept to launch.
- Provided project progress updates and proposed solutions to issues.
- Educated staff on organizational mission and goals to help employees achieve success.
- Optimized customer experience by delivering superior services and effectively troubleshooting issues.

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📍 Brooklyn, NY 11232

Skills

- Administrative tasks
- Operations support
- Initiative
- Project support
- Scheduling
- Administrative support
- Team collaboration
- Outstanding communication skills
- Talented leader
- Database Management
- Client Relationships

Education

Brooklyn College Academy

Brooklyn, NY

High school diploma

2025

CUNY Medgar Evers College

Brooklyn, NY

Bachelor's degree: Business

Administration

- Maintained database systems to track and analyze operational data.
- Gathered, organized and input information into digital database.

Starbucks - Starbucks Barista

475 West 57th Street

08/2022 - 06/2023

- I take it upon myself to be the voice for my coworkers and customers allowing for fair and equal treatment of all
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Operated espresso machines and commercial coffee brewers to create beverages.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots, and other equipment.
- Cleaned counters, machines, utensils, and seating areas daily.
- Memorized recipes for specialty coffee beverages and seasonal offerings.
- Maintained regular and consistent attendance and punctuality.
- Used POS system to accurately enter orders and process payments.
- Repaired minor issues and maintained espresso equipment and coffee machines for smooth functioning.
- Helped management keep adequate supply on hand by notifying of shortages.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.
- Controlled line and crowd with quick, efficient service.
- In the absence of a supervisor or manager I step up frequently to lead my coworkers to a successful day.
- Recommended products based on solid understanding of individual customer needs and preferences.
- Promoted additional items with beverages, increasing store sales.
- Elevated customer loyalty by using strong communication abilities to resolve customer problems.

- Learned special recipe items and seasonal offerings to best meet customer needs.

