

Alexa Jordan

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PROFESSIONAL EXPERIENCE

Starbucks - State College, PA

Shift Supervisor (March 2021 – Present)

Barista (September 2019 – March 2021)

- Distributed shift coverage to match demand.
- Trained new employees on procedures and standards, ensuring acclimation to business demands.
- Led the team as a role model in exhibiting core values of the company.
- Increased positive workplace relations by building good relationships with team members.
- Created positive and personal experiences with customers to promote loyalty.
- Received a promotion after 1.5 years with the company.

TJ Maxx - State College, PA

Customer Experience Coordinator (February 2019 – September 2019)

Front End Associate (September 2018 – February 2019)

- Trained and mentored customer service members to keep the team operating to business standards.
 - Used experience and communication expertise to maintain control of difficult situations.
 - Worked effectively under pressure and with demanding performance targets to handle high volume environments.
 - Assisted customers by answering questions, providing service, and referring them to the proper employee or section.
 - Received a promotion after 6 months with the company.
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EDUCATION

The Pennsylvania State University, University Park, PA

Bachelor of Science in Labor & Human Resources

Minor in French & Francophone Studies

May 2023

GPA 3.8

SKILLS

- Language: French (Intermediate)
- Oral and Written Communications
- Training & Mentoring
- Computer: Microsoft (Word, Excel, PowerPoint)
- Positive Teamwork and Collaboration