JULIAN MERCER

BARISTA

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PROFESSIONAL SUMMARY

Barista and shift supervisor with 5+ years in high-volume specialty coffee. Pulls consistent espresso, keeps drive-thru and cafe lines moving at peak, and trains new partners on drink quality, cash handling, and food safety standards. Steady through morning rush periods.

PROFESSIONAL EXPERIENCE

Shift Supervisor Mar 2024 - Present
Starbucks, San Francisco, CA

- Run morning peak shifts of 6 to 8 partners, keeping average drink times under four minutes across about 650 transactions per day.
- Order and receive weekly dairy, bean, and bakery deliveries, keeping waste under 3% of purchases through careful rotation.
- Build the two-week schedule around forecast traffic so labor stays within the store's target without long lines.
- Assign positions and breaks each shift, which cut customer wait complaints by roughly a third over two quarters.
- Count safes and reconcile tills nightly with an error rate under 0.2%, escalating any variance to the store manager the same day.
- Coached 9 new partners through the barista certification, and 8 of them passed on the first attempt.

Barista Jun 2022 - Feb 2024

- Made 120 or more handcrafted beverages per hour at peak while matching recipe and milk-temperature standards on routine quality checks.
- Recommended seasonal drinks and food pairings, lifting add-on sales per ticket by about 8% against the store average.
- Cross-trained on bar, register, and drive-thru, allowing the store to cover call-outs without closing a station.
- Opened the store at 4:45 a.m. on 3 or 4 days a week, with the cafe ready and the bar stocked before doors opened.
- Resolved remake requests quickly and kept customer connection scores above the district average.

Barista Aug 2020 - May 2022
Blue Bottle Coffee, Oakland, CA

- Dialed in espresso grind and dose each morning, holding shot times within two seconds of target through the day.
- Poured latte art and walked guests through single-origin pour-overs, earning repeat orders from regulars on weekday mornings.
- Cleaned and descaled machines on a weekly schedule, which prevented unplanned equipment downtime during the lunch rush.
- Trained two new baristas on tamping, steaming, and the opening checklist during busy weekday mornings.

Cashier and Barista Jun 2018 - Jul 2020
Peet's Coffee, Berkeley, CA

- Took orders and made drinks at a counter serving about 400 guests a day, switching between register and bar as needed.
- Counted the drawer at close with accurate deposits and handled gift card and loyalty transactions on the register.
- Learned the full espresso and brewed coffee menu in two weeks and was added to the opening team after three months.

CORE SKILLS

Espresso preparation | Latte art | Customer service | POS operation | Cash handling | Inventory counts | Opening and closing procedures | Food safety | Drive-thru operations | Team scheduling | New partner training | Upselling | Milk steaming | Equipment cleaning

EDUCATION

Coursework in Hospitality Management, City College of San Francisco, San Francisco, CA

CERTIFICATIONS

California Food Handler Card | Specialty Coffee Association Barista Skills Foundation