

Richie Acevedo
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Experience:

United States Army Reserve 2011-Present
Afghanistan February 2017-2018
Deployment: Kuwait,

Promotions:

- *Specialist February 2013*
- *Corporal January 2014*

Special duties:

- *Planning and teaching supplementary training courses during drill weekends.*
- *Squad leader during deployment and annual advanced training sessions.*

US Security Associates/ Allied Universal
Security Guard
August 2018 - Present

- *Assisted customers and conducted foot patrols at The Hyatt Palm Springs.*
- *Conducted vehicle patrols for various properties as day patrol for the branch office.*
- *Conducted vehicle patrols, responded to emergencies and issued citations at Sun City Shadow Hills.*

Think Coffee, Hudson Yards NY, NY August 2015 – January 2017
Assistant Manager

- *Maintained food, beverage, and customer service quality standards.*
- *Created budgets and monitored costs and revenue to surpass Think Hudson Yard's financial performance goals.*
- *Introduced new cleaning and stock checklists to improve operations and health department scores.*
- *Managed cash deposits and oversaw security procedures for cash handling in store.*
- *Investigated and resolved any food and beverage or customer service quality issues.*
- *Organized and oversaw off site catering for businesses and conventions at the Javits Center.*
- *Trained new employees to meet all food, beverage, and customer service standards.*
- *Developed positive relationships with customers and neighboring businesses to increase sales and support Think's position as a community gathering place.*

Upright Brew House, NY, NY June 2014 – August 2015

Barista

- *Managed the espresso and coffee bar, acting as cashier, barista, replenishing stock, and maintaining cleanliness.*
- *Created and managed inventory lists for the espresso and coffee bar.*
- *Formed strong relationships with all customers to foster long-term business.*

- *Acted as server and busser during morning rush, in addition to barista duties.*
- *Acted as bartender until the afternoon bartending staff arrived at 3pm.*

Starbucks, NY, NY 2005-2014

Supervisor (Floor Manager)2007-2014

- *Managed a team of 8-10 baristas in a high-volume store to maximize efficiency, sales, and customer satisfaction.*
- *Created, with manager, a new coffee brewing system at the flagship Starbucks at Astor Place which was eventually rolled out world-wide.*
- *Expanded the national QASA (Quality Assurance Standards Audit) to improve operations quality and accountability for individual stores.*
- *Maintained a positive, customer service-oriented atmosphere through personal interaction, appropriate deployment, and effective communication with baristas.*
- *Tracked and ordered inventory to maintain appropriate levels of stock.*
- *Acted as cash controller, ensuring accurate Point of Sale and store deposits.*

Education

Fordham University2004-2005

Wings Academy2000-2004

Skills

Bilingual: Spanish and English

Proficient in Microsoft Office Suite

NY Food Handler's License

Knowledgeable about POS systems