

SATYAM MISHRA

📍 LUCKNOW, INDIA 📞 9717755175

◦ DETAILS ◦

Lucknow

India

9717755175

satyamsattumishra@gmail.com

◦ SKILLS ◦

Ability to Work in a Team

Customer Service

Team management

Active Listeners 🗣️

Leadership

◦ LANGUAGES ◦

Hindi

English

👤 PROFILE

Motivated shift supervisor with five years of experience in the hospitality and retail industries. Proven ability to lead teams, manage inventory, and provide excellent customer service. Eager to use problem-solving skills and management experience to help a company grow.

📁 EMPLOYMENT HISTORY

Shift Manager at Tata starbucks P.V.T, Lucknow

July 2021 — July 2022

- Managed inventory levels by ordering supplies as needed; reduced waste by 10% over 3 months
- Reduced labor costs by implementing a more efficient scheduling system that cut overtime hours 25%

Barista Trainer at Tata starbucks P.V.T, Delhi

March 2018 — September 2021

- Improved employee morale through frequent recognition programs (employee of the month, etc.)
- Trained shift teams to ensure the highest level of customer service, product quality, safety, cleanliness, and store operations.
- Provided coaching on performance expectations for all tasks within their job role.

Barista at Tata starbucks P.V.T, Delhi

November 2016 — March 2018

- Participated in many Championships I.e. Barista Championship, Latte Art Championship, District Level Quiz Competition.
- Got Recognized as a Partner Of the Month 5 Times in a Year.
- Got recognised by CEO for the Best customer service .

🎓 EDUCATION

BA, VBS Purvanchal University, Uttar Prades

May 2019

12th , UP Board , Uttar Prades

September 2016