

# Christina Schmidt

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## Summary

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<https://www.christinaschmidtportfolio.com/>

Efficient and detail-oriented graphic design student with 8 years of experience in customer-facing roles, including shift supervision and training. Proficient in Adobe Creative Suite and skilled in guest services, restaurant management, and leadership development. Currently pursuing a Bachelor's of Science in Design: Graphic Design at Arizona State University.  
Authorized to work in the US for any employer

## Experience

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### Starbucks | Vernon Hills, IL

#### Shift Supervisor | 01/2025 - Present

Shift Supervisors create great experiences for partners and customers alike. As a Shift Supervisor, I run shifts, lead the store team, and make decisions that impact store operations. This role is excellent for developing leadership skills and expanding your responsibilities.

#### Responsibilities

- Manage shifts: Run shifts, including opening and closing duties
  - Lead the team: Inspire and motivate the team to deliver great customer service
  - Make decisions: Make decisions that impact store operations
  - Ensure quality: Ensure that products are prepared and presented to standard recipes and presentation standards
  - Ensure safety: Ensure that all partners follow Starbucks' operational policies and procedures for safety and security
  - Ensure cleanliness: Ensure that the store is clean and that security procedures are in place
  - Handle customer inquiries: Handle customer inquiries and resolve any issues that arise during shifts
  - Anticipate customer needs: Anticipate customer needs by evaluating the environment and customers for cues
- Skills and qualities
- Excellent time management and decision-making skills

### Arizona State University | Remote

#### Bachelor's of Science in Design: Graphic Design | Present

- committed to excellence in traditional and contemporary graphic design education, professionalism, research, and service for the community at large.
- Faculty, alumni, students and visiting designers and educators constantly reinforce the link between society and nature and vigorously advocate quality in developing communication strategies.
- emphasizes strategic communication developed through a design process that includes research, analysis, conceptualization, planning, and realization.
- The process leads to innovative visual communication design solutions for contemporary design problems that are local to global in scope.
- Uses Adobe as their training tools

### Starbucks | Vernon Hills, IL

#### Starbucks Barista Trainer | 10/2022 - 01/2025

- Focuses on the guest experience and quality guest service within the Starbucks team. Under the direction of the Starbucks Manager
- Trains and certifies all newly hired Starbucks partners through the Barista Certification process. provide premium quality products.
- Ensures daily time, temperature, transfer, and waste controls are followed, leading them according to our Culture and Values.

### Starbucks | Vernon Hills, IL

#### Starbucks Barista | 06/2021 - 10/2022

- Creating moments of connection with my customers every day
- Handcraft delicious beverages and build relationships with my customers and with my fellow partners

### Great Wolf Lodge

**Supervisor | 03/2020 - 06/2021**

- Promoted to supervisor after working at this location for a year and exceeding sales goals.
- Manage a Dunkin Donuts location inside a busy hotel lodge and was responsible for everything from decorations to orders.
- Process shipment orders including the daily donut orders and weekly product orders.
- Greet and serve customers, answer customer questions about the menu, and process payments.
- Oversee team members, assist managers with training new employees at other food outlets in the lodge, and train my own employees for my outlet.
- Resolve any customer issues and find resolutions quickly.
- Maintain store cleanliness per company guidelines.
- Create a daily task sheet and distribute it to working staff to ensure all tasks are completed each day.
- Restock supplies and make sure inventory is always available.

**Great Wolf Lodge | Gurnee, IL****Coffee Barista | 02/2019 - 03/2020**

- Coffee barista in the Food and Beverage Department.
- Cash handling
- Helped train new employees.
- Helped out in other food outlets

**Skills**

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Cash Handling, Food Safety, Adobe InDesign, Guest services, Banquet Experience, Barista Experience, Computer Skills, Marketing, Team Member, Food Service, Adobe Illustrator, Restaurant Management, Adobe Photoshop, Graphic design, Microsoft Office, Time Management, Cashier (3 years), Food Production, Time management, Customer Service (3 years), Coffee Experience, Leadership Development (Less than 1 year), Restaurant Experience, Microsoft Excel (1 year), Fast Food, Adobe Creative Suite, Communication skills, Adaptability

**Education**

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**Airzona State University | Remote  
Science**

**Grayslake North High School | Grayslake  
Diploma | 05/2018**

**Certificates**

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Driver's License