



## Amsi Flores-Rodriguez

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### Summary

In the four years of working in customer service, I've become a trainer and a facilitator that has progressively grown in communication skills. My resilience and inquiry has allowed for a successful build of expertise that can be applied in any work environment.

### Skills

Adaptability  
Problem Solver  
Critical Thinker  
Fast Learner  
Project Management  
Attention to detail

#### Specialized :

Illustrator  
In Design  
Photoshop  
Digital Marketing  
Adobe XD

### Languages

English  
Spanish  
Elementary German

### Work Experience

Starbucks Corporation | 35 Mt. Auburn, ME 04210

Barista / Coffee Master / Barista Trainer Since May 2022

Quickly adapted to a fast paced environment where the focus is always the customer experience. As a team, we've built a strong sense of community shared through serving coffee and the story behind our company. What brings us together is a shared passion to respect, support, learn, and grow with one another. We welcome everyone and help guide them in this journey, convinced that it's more than just a cup of coffee.

Hannaford Supermarket | 692 Sabattus St. Lewiston, ME 04240

Shopper / Expeditor / Trainer Nov. 2020 - Apr. 2022

Collaborated with a team ranging from 5 - 10 coworkers to shop and organize orders for our online customers. 50% of the time, responsible for making sure we were problem solving and communicating any inconvenience in the product. Helped organize our team during morning shifts, making sure everything ran smoothly, all while properly delivering orders. We focused on listening to our customers and meeting their needs even during a worldwide pandemic.

### Education

Arizona State University Online | Tempe, AZ 85281

Bachelor of Science in Design - Graphic Design | Herberger Institute for Design & the Arts

*Anticipated Graduation : June 2025*