(**646) 986-4913**  kiana.m1354@gmail.

www.linkedin.com/in/kiana-mata

My passion about food preparation, customer service and food safety drives me to continually develop and enhance my ability to become a great assistant team leader.

**Education & Training**

**CUNY New York City College of Technology, Brooklyn, NY**

**Bachelors Degree in Hospitality Administration/Management, December 2021**

**CUNY Kingsborough Community College, Brooklyn, NY**

**Associates Degree in Culinary Arts December 2019**

**Certifications**

**NYC DOH Food Handlers 2014**

**Key Skills Culinary Skills** – Various components of the professional food service industry with a focus on trends, customer demands, fundamental cooking/baking terminology and techniques, in addition to, skills in buying, merchandising, labor, regulatory compliance and special projects as assigned.

**Customer Service and Computer Experience –** Greet customers in a friendly manner, and explain the amenities of the establishment. With ability to work rapidly and efficiently during rush periods while providing service to meet and sustain a high level of customer satisfaction. Proficiency with Outlook, Microsoft Office, Word, and operations-related applications pertaining to the company.

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**Professional Experience**

**wholefoods market**

***Service Team* M*ember 12/2019- percent***

* Prepare baked products such as muffins, scones, cookie, etc, for next day service.
* Meet, greet, and serve customers graciously and effectively.
* Ensures a fresh and appealing display by keeping cases and shelves clean and well stocked by front-facing, checking codes, rotating and removing out-of-date products
* Monitors and prevents spoilage and communicates waste to buyers, Team Leaders and, shift supervisor.

***Product Specialist 1/2018- 11/2019***.

* Order products for the bakery department, ensure minimal out of stocks, account for shrink, process product transfers and audit inventory levels.
* Performs all functions related to perishable product ordering, maintaining planogram/schematic integrity, and support meeting financial targets through proper order and shrink controls.
* Responsible for all functions associated with incoming product for a specific assigned area at the store including inspecting, temping, organizing, counting and verifying weights of incoming products.
* Ensure back of house areas are organized and ready for physical inventories.
* Cross-trained to work in all departments as a Team Member.

***Store Baker 6/2015-12/2017***

* Arrives to work station on time, appropriately groomed, dressed and ready to work
* Measures, mixes, and prepares raw materials according to company specifications and recipes.
* Forms, cuts, molds, shapes, and bakes dough.
* Ensures temp, sweep, and sanitation logs are completed.

**Sweet Lee’s Desserts**

***Bakers Assistant 7/2014- 12/2014***

* Adhered to safe food safety and sanitation guidelines/procedures.
* Have the ability to work with a team and independently.
* Technical skills in preparation and the handing of bakery products.
* Assisted in preparing and baking items such as cakes, cupcake, and pies.

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| **areas of Focus** |

**Professional Food Service Problem Solving Cost Controls**

**Food Presentation/Production Knife/Utensil Handing Kitchen Organization**