

FELIX MORIASI NYAKUNDI, Barista

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SUMMARY

Detail-oriented and customer-focused professional with over 4 years of experience in retail and beverage service environments, including roles as a shop attendant and tea packer. Proven ability to deliver exceptional customer service, maintain product quality, and efficiently manage inventory. Skilled in preparing and serving a variety of beverages, with a strong passion for coffee culture and barista techniques. Adept at working in fast-paced settings, ensuring customer satisfaction, and supporting team operations. Committed to continuous learning and excelling in a Barista role by leveraging hands-on experience and strong interpersonal skills.

EXPERIENCE

Barista (Catering)

Brew Box

October 2024 – May 2025, Nairobi, Kenya

- Expertly prepare and serve a wide variety of high-quality espresso-based beverages and specialty coffees, ensuring consistency and customer satisfaction.
- Demonstrate proficiency in operating commercial espresso machines, grinders, and brewing equipment, maintaining optimal performance and cleanliness.
- Deliver exceptional customer service by engaging with customers, taking accurate orders, and providing personalized recommendations to enhance the café experience.
- Maintain a clean, organized, and welcoming workspace in compliance with health and safety standards, contributing to a positive customer environment.
- Manage inventory levels of coffee beans, milk, syrups, and other supplies; coordinate with suppliers to ensure timely restocking and minimize waste.
- Train and mentor new baristas on beverage preparation techniques, customer service protocols, and equipment maintenance, fostering team collaboration.
- Handle cash register operations, process transactions efficiently, and balance cash drawers accurately at the end of shifts.
- Implement upselling strategies to increase average ticket size, promoting seasonal drinks and bakery items effectively.
- Monitor and maintain quality control standards for all beverages, ensuring consistency in flavor, temperature, and presentation.
- Adapt quickly to high-volume rush periods, maintaining composure and efficiency to deliver prompt service without compromising quality.

Tea Packer

Sang'anyi Tea Factory

September 2023 – July 2024, Nyamira, Kenya

- Accurately measured, sorted, and packed various tea blends, ensuring product consistency and quality in a fast-paced environment.
- Maintained strict adherence to hygiene and safety standards, contributing to a clean and organized workspace.
- Conducted regular quality checks to identify and remove defective products, supporting overall product excellence.
- Collaborated with team members to meet daily production targets and improve workflow efficiency.
- Operated packaging machinery and performed routine maintenance to minimize downtime and ensure smooth production.
- Managed inventory levels, tracked supplies, and reported shortages to supervisors to maintain uninterrupted operations.
- Labeled and prepared finished tea products for shipment, ensuring accurate order fulfillment and timely delivery.
- Provided support in training new staff on packaging procedures and safety protocols.

Shop Attendant

Muindi Mweusi Supermarket

May 2020 – November 2021, Nairobi, Kenya

- Delivered exceptional customer service by greeting guests, assisting with product selection, and addressing inquiries, ensuring a welcoming and positive shopping experience.
- Operated POS systems efficiently to process cash, credit, and mobile payments, maintaining accuracy and speed during high-traffic periods.
- Maintained clean and organized sales floor and displays, adhering to company standards for hygiene and visual merchandising.
- Managed inventory by restocking shelves, conducting regular stock checks, and reporting low-stock items to supervisors to prevent shortages.
- Collaborated with team members to achieve daily sales targets and support smooth store operations during busy shifts.
- Resolved customer complaints and issues promptly and professionally, demonstrating strong problem-solving and communication skills.
- Assisted in opening and closing procedures, including cash reconciliation, securing store premises, and preparing daily sales reports.

EDUCATION

Degree in Information Science

Technical University Of Mombasa • Mombasa, Kenya • 2024

Advanced Barista Course

Roast Coffee Academy · Nairobi, Kenya · 2024

Certificate in Computer Packages

Petanns Computer College · Nairobi, Kenya · 2020
· Majored in MS Word, Excel, Microsoft Word and PowerPoint Presentation.

Kenya Certificate of Secondary Education

Mwongori High School · Nyamira, Kenya · 2019

Kenya Certificate of Primary Education

Baptist Preparatory School · Njiru, Nairobi · 2015

SKILLS

Espresso Machine Operation

Coffee Brewing Techniques

Latte Art and Milk Frothing

POS System Management

Customer Order Accuracy

Inventory Control

Health and Safety Compliance

Equipment Maintenance

Beverage Customization

Time Management
