

Isa(Manpreet) Kaur

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## Motivation

I am a dedicated barista with over **seven** years of experience in fast paced café environments, motivated by creating exceptional coffee and warm customer experiences while maintaining clean workspace standards and supporting smooth daily operations. I enjoy working as part of a team, learning new techniques, and contributing to a positive atmosphere. I am located just **five** minutes from Humber College.

My sample work:



## Professional Experience

### Barista/FOH

*Dineen Coffee – Toronto, CA*

July 2025- Present

- Prepare and serve high-quality espresso-based drinks (lattes, cappuccinos, pour-overs), with attention to latte art.
- Operate commercial espresso machines, dial-in grinders, and handle routine barista tasks. Provide customers with education about coffee origins and roast profiles.
- Handle POS transactions accurately; assist with sales, tips, and customer service.
- Maintain a clean, safe, and organized workspace at all times; perform cleaning and opening/closing duties in line with Dineen and local health standards.

### Operations Specialist / Barista

*Shiva09 limited trading as Café Koffee Station – Wellington, NZ*

Jan 2025 – Jul 2025

- Designed café beverage menu including espresso-based and seasonal drinks.
- Trained staff in coffee preparation, milk steaming, and customer interaction.
- Delivered high-quality latte art for over 400+ drinks daily.
- Managed food prep, inventory, and supplier coordination.
- Maintained hygiene and food safety compliance in all operations.

**Operational Change Analyst**

*Laxmi09 Limited trading as The Annexe Café – Wellington, NZ* Sep 2024 – Jan 2025

- Analyzed café operations and introduced service improvements.
- Led training sessions for new processes and tech tools.
- Coordinated with teams to ensure smooth transitions.

**Front of House / Head Barista**

*The Annexe Café – Wellington, NZ* Apr 2022 – Jul 2025

- Delivered consistent espresso service in a fast-paced café.
- Managed run period, made coffees.
- Managed customer orders, POS transactions, and inventory restock.
- Maintained clean and organized front-of-house environment.

**Guest Service Supervisor**

*Auckland City Hotel – Auckland, NZ* Jun 2016 – Jan 2019

- Oversaw hotel café operations including drinks, pastries, and service.
- Performed coffee preparation with latte art during peak periods.
- Trained staff on service standards and guest engagement.
- Managed front of house operations.

**Customer Service Officer**

*New Zealand Inland Revenue Department – Auckland, NZ* Jan 2019 – Feb 2020

- Resolved client inquiries and promoted use of digital services.
- Maintained a professional and helpful tone in complex situations.

**Education & Certifications****New Zealand Diploma in Business (Level 6)**

ICL Business School – Auckland, NZ | 2015