

Ashley Ho

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Customer-focused individual seeking Server position. Strong interpersonal skills and having experience in working in a fast-paced, high-volume environment. Eager to support the team in maintaining a welcoming & comfortable atmosphere in the restaurant and ensuring the best fine-dining experience

EDUCATION

University of Houston - Main

2023 – 2024

Bachelor of Science, Human Development and Family Studies

- Organizations:
 - Human Development Student Association: Professional student health organization
 - Filipino Students' Association: Filipino culture-based social organization

University of Texas at Austin

2019 – 2021

Bachelor of Science and Arts, Human Development and Family Studies; Minor in Social Work

- Organizations:
 - Alpha Phi Sigma: Pre-Health Honor Society
 - Unjaded: Asian-based mental health organization
 - Filipino Students' Association: Filipino culture-based social organization

WORK EXPERIENCE

Starbucks Coffee Company

April 2022 – Present

Barista Trainer

- Applying knowledge and experience of the company into guiding new Starbucks trainees with the best tools & resources possible for their successes.
- Supervising progress through modules, providing answers for any and all questions.
- Touching base on all Clean, Safe, and Ready protocols, Food Safety regulations, Workplace Environment, and Partner Well-being.
- Demonstrating how to be the most efficient barista on all planted positions using the Barista Teaching Approach Model.
- Offering hands-on application/assessments.
- Providing tips/tricks in memorizing drink recipes and proper bar sequencing techniques.

Barista

- Interact with Starbucks customers using the company's new Five Key Moments to display the company's awaited return back to its roots, also known as "Back to Starbucks".
- Create hand-crafted beverages according to customers' requests and modifications.
- Taking responsibility and fulfilling tasks given while in certain planted positions/roles to ensure a productive play/shift.

Walgreen Co.

September 2018 – May 2019

Pharmacy Technician Trainee

- Assigned tasks of organizing and refilling customer prescription medications with a specific filing protocol.
- Contacted customers via company phone regarding the current status of their medications and their estimated time for medication pick up.
- Logged customer prescriptions onto the Walgreens database spreadsheet.

SKILLS & INTERESTS

- **Skills:** Customer Service, Ability to Multitask, Interpersonal Skills, Attention to Detail, Teamwork