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EXPERIENCE

OCA Mocha – General Manager JANUARY 2024 - APRIL 2024

Oversee operations: creating weekly schedules, developing training and standards materials, organizing and maintaining staff communications, developing and maintaining automated inventory management systems, redesign POS system, developing drink menu redesign and recipe creation, and ensuring rapid response to employee issues, and more.

Shift Lead SEPTEMBER 2022 - JANUARY 2024

Use barista expertise to craft drinks and food for customers, operate POS systems and handle cash, manage baristas and supervise shifts, develop and run training workshops, ensure food safety compliance, respond to unexpected issues and customer-related problems, lead unionization campaign to voluntary recognition with union representative and coworkers.

Barista Magazine – Regular Contributor MAY 2023 - PRESENT

Pitch and write articles for every issue of the bimonthly magazine to date since August/September 2023, including the December 2023/January 2024 cover feature story and the repeating self-started profile segment “Inclusivity in Coffee.”

Green America – Editorial Intern JUNE 2023 - MARCH 2024

Pitch, write, copyedit, and fact check articles for the Winter 2023 and Spring 2024 Green American Magazine and the Fall 2023 edition of Your Green Life. Research and write commemoration communications with the Justice, Equity, Diversity, and Inclusion team.

UMBC’s The Retriever – News Reporter MARCH 2022 - JUNE 2023

Pitch and write articles for student newspaper, including two cover stories, one being a large-scale investigative piece into institutional misconduct. Collaborate with *The Baltimore Banner* on a developing Title IX investigation. Published in every print issue.

Starbucks – Shift Supervisor JULY 2019 - AUGUST 2022

Craft drinks and food, manage baristas and supervise shifts, conduct regular inventory management, and run full operations during store manager absences.

EDUCATION

University of Maryland, Baltimore County – English Communications and Technology B.A. MAY 2023

Honors College | Dean’s List Fall 2021, Spring 2022, Spring 2023

Disability Advocate Union Vice President | Honors College Council Transfer Representative | Campus Life Leadership Peer Facilitator

Frederick Community College – Science, Technology, Engineering, and Mathematics A.S. MAY 2020

Honors College | Phi Theta Kappa | 3x Honors Project Presenter | North East Regional Honors Conference Student Representative + Presenter

SKILLS

Writing/reporting, pitching, editing, fact checking, interviewing

Advanced coffee knowledge and barista skills

Time management, leadership

Style guides, SEO, formatting

Microsoft Office, Google Workspace, Trello, WordPress

AWARDS

UMBC Department Journalism Prize 2023

UMBC Lavender Advocate of the Year 2022