

# Emma Brown

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Brewery bartender with over 10 years of experience in the hospitality industry, increasing customer knowledge and satisfaction by educating over 500 guests annually on craft beer styles and the brewing process. Implemented quality control procedures that reduced product waste by 10%, ensuring the brewery maintained its 95% customer satisfaction rating and consistent product excellence.

## Professional Experience

### Lead Brewery Bartender

Deschutes Brewery, Portland, OR | January 2020 - Present

- Manage a rotating inventory of over 40 craft beers, educate guests on flavor profiles and menu items, and deliver exceptional service
- Implement quality control standards to maintain the brewery's reputation for excellence, including acceptance sampling
- Design a comprehensive training program to improve staff knowledge of the brewing process and beer styles, contributing to a 10% increase in guest satisfaction

### Brewery Bartender

Sierra Nevada Brewing Co., Chico, CA | June 2014 - January 2020

- Managed a \$100,000 inventory comprised of 30 craft beer selections, conducted forecasting to ensure accurate stock levels, and implemented new inventory management procedures to reduce waste by 12%
- Educated guests on various beer styles, brewing techniques, and ingredients to deliver an outstanding hospitality experience

## Education

### Master of Science in Brewing and Distilling

Heriot-Watt University, Edinburgh, Scotland | July 2017

### Bachelor of Science in Hotel and Restaurant Management

San Francisco State University, San Francisco, CA | June 2017

## Key Skills

- Beer inventory management
- Quality control
- Customer education
- Staff development
- Craft beer knowledge

## Certifications

Certified Cicerone (CC), Cicerone Certification Program | June 2018  
Certified Beer Server (CBS), Cicerone Certification Program | May 2016