

AMANDA WILSON

COLLEGE STUDENT

CONTACT

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📍 Eugene, Oregon

EDUCATION

University of Oregon

2022-Present

Bachelor of Science in Advertising

Minor: Sociology

Expected June 2025

- GPA: 3.72

SKILLS

- Collaborative leadership
 - Customer Service
 - Problem solver
 - Organization managing
 - People Oriented
 - Time management
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PROFILE

I am currently a student at the University of Oregon, originally from San Francisco, CA. I am working towards my Bachelor of Science in Advertising degree and a minor in Sociology. While being a full time student, I have been working at Dutch Bros Coffee leadership team as a Shift Lead.

WORK EXPERIENCE

Shift Lead at Dutch Bros Coffee

February 2022-Present

- Learned and memorized all different recipes for all drinks including coffee, teas, smoothies, sodas, milkshakes and freeze.
- Operated drive through services such as taking orders, handling payments, while keeping drink times under two minutes
- Mastered POS systems to handle payments and know how to troubleshoot when the system would freeze
- Provided exceptional customer service to help serve hundreds of customers a day
- Memorized over 50 flavor combinations and rotating specials in order to give customers great recommendations and to speed up drink times
- Successfully resolved any conflicts on shift with customers, the crew, or technology problems which all result to crew and customer satisfaction
- Greeted new and returning customers and developed relationships resulting in customer loyalty

Social Media Team Leader at Learning Express Toys

February 2021 -December 2021

- Managed the store's social media accounts including Instagram, TikTok and Facebook and grew it's TikTok page to 5,000 followers in six monthsLearned how to play over 60 games and toys in order to give customers great gift suggestions
- Maintained a clean and organized inventory and curated displays of rotating toys and games
- Anticipated customer needs, providing them with excellent customer service
- Operated POS system transactions including card, cash, check, store credit and gift cards
- Stayed informed about ongoing promotions in order to tell customers about them and added over 200 customers into our reward program
- Pitched, developed and produced three TikToks a week showcasing different products with trendy audios bringing lots of business to the store