

Ameer Hassan

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PROFESSIONAL SUMMARY

Driven Business Administration student at Cal Poly Humboldt (Marketing concentration) seeking a role in customer service. Four years of customer-facing experience in fast-paced retail and food service environments, with a track record of reliability, quick learning, and clear communication. Bilingual in English and Spanish, with hands-on comfort learning new software and POS systems.

EDUCATION

Cal Poly Humboldt — B.S. Business Administration, Marketing Concentration *August 2026 – Present*
Riverside City College — Coursework toward transfer *August 2023 – June 2026*

WORK EXPERIENCE

Starbucks — Barista *January 2026 – Present*
Corona, CA

- Prepare and serve beverages accurately and efficiently for a high-volume café and drive-thru, consistently meeting speed-of-service targets during peak hours
- Build rapport with regular customers and deliver a consistent, welcoming experience that supports repeat visits
- Operate point-of-sale and mobile-order systems, handling cash and card transactions with accuracy

Freddy's Frozen Custard & Steakburgers — Front & Back of House Team Member *July 2024 – January 2026*
Norco, CA

- Rotated between front-counter service and kitchen production, adapting quickly to whichever role the shift needed
- Maintained food safety and cleanliness standards across both front and back-of-house stations
- Worked efficiently under pressure during rushes while keeping order accuracy high

Burlington — Shortage Control Associate / Loss Prevention / Greeter *November 2023 – July 2024*
Corona, CA

- Greeted and monitored customers at store entrances, helping deter theft and reduce shrinkage
- Partnered with store management to identify and report suspicious activity
- Provided a friendly first impression for customers, reinforcing a positive store experience

McDonald's — Crew Member *October 2021 – November 2023*
Norco, CA

- Took and prepared customer orders accurately in a fast-paced, high-volume environment
- Cross-trained across multiple stations (register, drive-thru, kitchen), building versatility
- Maintained cleanliness and food-safety standards throughout shifts

SKILLS & LANGUAGES

Skills: Customer service, point-of-sale (POS) systems, cash handling, team collaboration, quick adaptability, computer literacy (hardware & software)

Languages: Fluent in English and Spanish

CERTIFICATIONS

California State Seal of Biliteracy, Spanish — May 2023
Riverside County Seal of Multiliteracy, Spanish — May 2023