

# Olivia Valencia

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## SUMMARY

Enthusiastic baker with hands-on experience in preparing and baking a variety of cakes, emphasizing customer satisfaction through delightful creations. Eager to learn more about baking from skilled bakers while maintaining high quality standards and fostering community pride. Committed to upholding food safety protocols and maintaining a clean workspace. Employees appreciated quick responses during busy hours, providing exceptional service to customers. Engaging collaboration within the pastry team contributed significantly to seasonal menu development and innovative cake designs, enhancing customer choices. Ready for new challenges at Sweet Treats Bakery and excited to contribute to memorable celebrations.

## EXPERIENCE

Assistant Baker

Sweet Treats Bakery

June 2025 - Present

Grand Rapids, MI

- Support baking operations by preparing and baking a range of delicious cakes focusing on excellent quality standards, fresh ingredients, and customer engagement. Collaborate closely with lead bakers on innovative recipes and flavors, contributing creatively to seasonal offerings while ensuring compliance with food safety protocols.
- Prepare and bake various cakes using fresh, quality ingredients aligned with standard recipes.
  - Engaged with customers during cake orders, delivering exceptional experiences and service.
  - Contribute ideas for new cake flavors, leading to positive feedback and enhanced menu diversity.
  - Maintain cleanliness of the baking area and ensure organization in compliance with health guidelines.
  - Assist in inventory management by ordering supplies, preventing production delays due to stock shortages.
  - Participate in training sessions, incorporating best practices while learning techniques from experienced bakers.

Intern Baker

Culinary Arts Institute

January 2025 - April 2025

Lansing, MI

- Gained hands-on experience in professional baking, including preparation and presentation under expert guidance, focusing on pastry and cake-making craftsmanship vital for effective baking practices.
- Assisted in preparing pastries and cakes while implementing food safety measures.
  - Learned cake decorating techniques directly from professional bakers culminating in a local bakery competition success.
  - Participated in group assignments enhancing collaborative skills resulting in a podium finish.
  - Utilized baking tools efficiently, which greatly improved productivity on the production line.
  - Engaged customers positively during order taking, reinforcing commitment to service excellence.
  - Followed sanitation practices diligently, maintaining hygienic workspaces throughout the internship.

## LEADERSHIP & AWARDS

- Dean's List, University of Michigan, 2025
- Best Cake Design, Culinary Arts Institute, 2025

## EDUCATION

Baking and Pastry Arts Certificate

University of Michigan    GPA: 3.8

2026

Ann Arbor, MI

Coursework: Cake Baking, Food Safety, Cake Decorating, Culinary Techniques

## CERTIFICATIONS

- Food Safety Manager Certification    📅 2025

## TECHNICAL SKILLS

- **Baking Equipment:** Mixers, Ovens, Sifters
- **Food Safety Standards:** ServSafe, HACCP, CFPM
- **Customer Relation Tools:** POS Systems, Order Management Software, CRM Solutions
- **Cleaning Protocols:** Sanitizing Agents, Double-Sink System, Cleaning Checklists
- **Decorating Tools:** Piping Bags, Fondant Tools, Edible Glitter
- **Inventory Management:** Stock Monitoring Tools, Ordering Platforms, Supply Chain Coordination
- **Collaboration Techniques:** Team Meetings, Group Training, Collaborative Projects

- **Pastry Methods:** Layering Techniques, Whipping Cream, Fondant Application
- **Culinary Competitions:** Preparation Strategies, Decoration Planning, Tasting Evaluations
- **Business Communication:** Email Correspondence, Customer Inquiries, Team Briefings

**SKILLS**

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- Cake baking and decoration
- Team collaboration
- Production efficiency
- Creativity
- Food safety and sanitation
- Inventory management
- Pastry techniques
- Hospitality
- Customer service
- Menu design
- Communication skills
- Work ethic
- Time management
- Recipe development
- Problem-solving

**PROFESSIONAL AFFILIATIONS**

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- Member, Baking Club, University of Michigan
- Volunteer, Community Bake Sale, Detroit, MI

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST