

Dean Nelson

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SUMMARY

Dedicated baker with five years in food service, known for high quality and exceptional customer service. Experienced in early morning shifts while maintaining cleanliness and safety. Prioritizes teamwork for product delivery and positive community interactions. Consistently produces fresh goods with an eye for detail, contributing to customer satisfaction and operational success.

EXPERIENCE

Baker
Fresh Start Bakery

March 2024 - Present
Albuquerque, NM

- Oversees daily baking operations, curating fresh bagels and pastries adhering to company standards. Plays a substantial role in enhancing team performance and guest services.
- Lead daily operations for baking fresh bagels and pastries, ensuring product quality aligns with company standards.
 - Collaborate with team members to deliver excellent customer service, including taking orders and preparing sandwiches during peak hours.
 - Implement strict food safety protocols maintaining a clean and sanitary environment, significantly reducing waste and spoilage.
 - Train new staff on baking techniques and best practices, enhancing overall efficiency and product knowledge.
 - Participate in inventory management ensuring quality checks before ingredient use.
 - Contribute to promotional events enhancing customer interaction and engagement.

Assistant Baker
Golden Crust Bakery

June 2021 - February 2024
Albuquerque, NM

- Assisted in bread and pastry production, consistently achieving deadlines while adhering to quality and safety standards.
- Supported fine-tuning recipes based on feedback, increasing product quality and presentation.
 - Maintained cleanliness of kitchen equipment following health regulations.
 - Enhanced customer experience by providing insights about menu items during service.
 - Adapted quickly to high-pressure situations supporting team members effectively.
 - Monitored baking processes adjusting as needed for optimal results.
 - Engaged in community initiatives which fostered brand loyalty.

Baker Apprentice
Baker's Delight

January 2020 - May 2021
Santa Fe, NM

- Built foundational baking skills through hands-on training in a supportive bakery setting. Engaged actively with the team to improve operations and community outreach.
- Assisted in dough preparation focusing on consistency and quality control.
 - Learned ingredient selection basics impacting flavor profiles contributing to recipes.
 - Aided in tracking ingredient usage, assisting with ordering supplies efficiently.
 - Participated in meetings discussing production goals to enhance workplace collaboration.
 - Involved in community outreach that positively promoted the bakery's brand.
 - Supported exemplary customer service through active engagement during rush hours.

LEADERSHIP & AWARDS

- Recognized for outstanding customer feedback in 2023, reflecting dedication to quality service.
- Awarded 'Employee of the Month' at Fresh Start Bakery for exceptional teamwork and product excellence.

EDUCATION

Diploma in Culinary Arts
Santa Fe Community College GPA: 3.5
Coursework: Baking Principles, Nutrition Basics, Sanitation Practices, Food Costing

2020
Santa Fe, NM

CERTIFICATIONS

- Food Handler Certification 📅 2021

TECHNICAL SKILLS

- **Baking Equipment:** Ovens, Mixers, Proofers
- **Cleaning Supplies:** Sanitizers, Detergents, Disinfectants
- **Communication Tools:** POS Systems, Order Management Software, Email
- **Ingredient Sourcing:** Local Suppliers, Specialty Markets, Online Ordering
- **Safety Compliance:** HACCP Standards, Health Regulations, Safety Procedures
- **Menu Development:** Recipe Creation, Seasonal Promotions, Trend Analysis
- **Time Management:** Shift Scheduling, Workload Balancing, Priority Setting
- **Promotional Strategies:** Community Events, Marketing Campaigns, Customer Engagement
- **Product Presentation:** Packaging, Display, Merchandising
- **Quality Control:** Tasting Panels, Quality Checks, Standard Operating Procedures

SKILLS

- Baking Techniques
- Food Safety
- Inventory Management
- Customer Service
- Team Collaboration
- Recipe Development

PROFESSIONAL AFFILIATIONS

- Active member of the Culinary Arts Club at Santa Fe Community College, fostering connections among culinary enthusiasts.
- Participate in local food drives, demonstrating commitment to community support and volunteerism.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST