

Luciana Payne

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SUMMARY

Creative and dedicated bakery professional with over three years hands-on experience in cake decoration and exceptional customer service. Skilled at preparing high-quality baked goods while strictly adhering to food safety standards. Maintain a positive interaction with customers, ensuring their specifications are met each time. Keep workspace organized and hygienic to promote a safe environment for both staff and customers. Enjoy collaborating with team members to meet production goals efficiently while continuously improving techniques. Passionate about contributing artistic flair in vibrant bakery settings and building strong relationships within the community.

EXPERIENCE

Cake Decorator

June 2024 - Present

Frosted Creations

Olympia Fields, IL

Currently serving as a Cake Decorator at Frosted Creations, managing all aspects of cake decoration and customer interactions. Ensure product quality meets company standards while maintaining an engaging atmosphere at service counters.

- Expertly decorate various cake styles and flavors, ensuring alignment with customer preferences and orders.
- Develop rapport with customers by providing personalized recommendations, enhancing overall shopping experience.
- Organize and maintain cleanliness in preparation areas, ensuring compliance with food safety standards and regulations.
- Work closely with colleagues to streamline daily operations, resulting in efficient production workflows.
- Monitor and manage inventory levels, assisting in ordering processes to guarantee ingredient availability.
- Train new employees on decoration techniques and effective customer service strategies.

Bakery Assistant

January 2022 - May 2024

Sweet Treats Bakery

Chicago, IL

Served as a supportive role in baking operations at Sweet Treats Bakery, assisting with the decoration and production of baked goods while collaborating effectively with team members.

- Contributed to producing a diverse selection of baked items including specialty cakes, cookies, and pastries.
- Assisted with cake decoration tasks, focusing on aesthetic appeal while meeting customer specifications.
- Monitored cleanliness of production areas, reinforcing health and safety protocols throughout daily activities.
- Engaged with customers to clearly communicate product offerings and comprehensively address inquiries.
- Helped manage supplies and ingredients, facilitating timely orders to support production schedules.
- Participated actively in fostering a cooperative team environment through clear communication.

Baking Intern

September 2021 - December 2021

The Cake Studio

Chicago, IL

Acquired foundational baking skills while interning at The Cake Studio, gaining insights into equipment and kitchen practices alongside seasoned bakers.

- Supported cake and dessert production efforts, learning techniques under guidance from experienced chefs.
- Contributed to service initiatives that enhanced customer engagement and satisfaction during shop hours.
- Maintained organized workstations, diligently following food safety protocols during all stages.
- Acquired cake decorating skills from mentors, progressively improving artistic execution.
- Assisted with inventory tracking and management, aiding ordering efforts for needed supplies.
- Participated in discussions regarding production feedback and setting future operational goals.

LEADERSHIP & AWARDS

- Dean's List, City College of Chicago, 2024
- Winner, Local Baking Competition, 2023

EDUCATION

Associate of Applied Science in Baking and Pastry

2026

City College of Chicago GPA: 3.7

Chicago, IL

Coursework: Baking Techniques, Cake Decoration, Food Safety, Customer Engagement

CERTIFICATIONS

- ServSafe Food Handler Certification 📅 2025
- Certified Baker Diploma 📅 2026

TECHNICAL SKILLS

- **Baking Equipment:** Ovens, Mixers, Refrigerators
- **Decoration Tools:** Piping Bags, Fondant, Edible Colors
- **Safety Regulations:** Food Handlers Card, HACCP, Sanitation Practices
- **Customer Engagement Tools:** POS Systems, Survey Tools, Social Media Platforms
- **Inventory Management Systems:** CrazyLister, Square, QuickBooks
- **Cleaning Supplies:** Sanitizers, Cleaning Agents, Waste Disposal
- **Production Software:** Microsoft Excel, Online Ordering Systems, Recipe Database
- **Packaging Materials:** Boxes, Cake Boards, Decorative Wrapping
- **Marketing Strategies:** Local Advertising, Online Promotions, Customer Loyalty Programs
- **Culinary Techniques:** Baking, Decorating, Flavor Pairing

SKILLS

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|-------------------------|------------------------|----------------------|------------------------|
| • Cake Decoration | • Team Collaboration | • Recipe Development | • Problem Solving |
| • Customer Service | • Time Management | • Health Regulations | • Communication Skills |
| • Food Safety Standards | • Baking Techniques | • Order Management | • Training New Staff |
| • Inventory Management | • Product Presentation | • Creative Design | • Sanitation Practices |

PROFESSIONAL AFFILIATIONS

- Member, Baking Club, City College of Chicago
- Volunteer, Community Kitchen Events

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST