

Josephine Horton

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SUMMARY

Experienced Head Pastry Chef with over five years in high-volume culinary environments, leading and inspiring cross-functional teams. Proven leadership skills showcased through the development of innovative pastry recipes and comprehensive training programs. Committed to quality, sustainability, and collaboration, optimizing food costs while ensuring compliance with health standards. Relished for fostering a positive kitchen culture centered around communication and respect, mentorship, and shared goals. Passionate about working with heritage grains and local ingredients, driving forward-quality hand-crafted pastries that delight customers and reflect seasonality. Enthusiastically aligns personal values with Gold Crust Bakery's vision.

EXPERIENCE

Head Pastry Chef March 2021 – Present
Artisan Confections *Evanston, IL*

Heading pastry production with a focus on excellence in creation and presentation, overseeing eight chefs in a bustling bakery setting. Responsible for all aspects of team management, recipe development, and operational planning.

- Spearheaded seasonal menu changes, boosting customer satisfaction ratings significantly.
- Streamlined inventory processes, achieving a noteworthy reduction in raw ingredient costs.
- Facilitated professional training sessions, enhancing baking skills and sanitation practices within the team.
- Developed collaborative relationships with other department managers to improve overall efficiency.
- Maintained strict adherence to ServSafe protocols, ensuring compliance with regulations throughout operations.
- Monitored equipment maintenance, proactively addressing issues that arose to prevent production delays.

Pastry Sous Chef January 2019 – February 2021
Sweet Treats Bakery *Skokie, IL*

Assisted in managing day-to-day operations while collaborating closely with the Head Pastry Chef, supervising a team, and specializing in quality assurance and cost-effective strategies.

- Implemented quality control checks; success seen in significant reductions in product waste.
- Played a key role in buoying team morale through effective delegation and supportive training.
- Integrated innovative ideas into seasonal menus, leading to increased customer engagement and sales.
- Oversaw inventory tracking, ensuring sufficient supplies for seamless daily operations.
- Conducted regular team meetings to cultivate open dialogue and address any challenges head-on.
- Enhanced staff training modules based on real-time observations and improvements needed.

Pastry Cook June 2016 – December 2018
Baked Delights *Chicago, IL*

Contributed to pastry preparations by applying foundational techniques learned education, focusing on product quality, team dynamics, and adhering to rigorous safety standards.

- Prepared diverse pastry offerings, ensuring both taste and aesthetic criteria were fully met.
- Collaborated efficiently with staff during peak hours to maintain excellent service standards.
- Participated in subjective evaluations which directly influenced product line decisions.
- Conducted consistent cleaning maintaining hygienic work area and proper tool management.
- Utilized changing customer feedback loops to adapt recipes, increasing various item sales.
- Engaged wholeheartedly in order or procurement processes to sustain peak operational capabilities.

LEADERSHIP & AWARDS

- Dean's List, Culinary Institute of America, 2014-2016
- Innovative Pastry Team Award, Artisan Confections, 2022

EDUCATION

Diploma in Culinary Arts 2016
Culinary Institute of America GPA: 3.7 *New York, NY*
Coursework: Pastry Techniques, Food Safety, Inventory Management, Menu Development

CERTIFICATIONS

- ServSafe Manager Certification 📅 2026

- Food Handler Training Certification 📅 2025

TECHNICAL SKILLS

- **Culinary Software:** Kitchen Cut, FlexiSoft, Compeat
- **Equipment Maintenance:** Ovens, Mixers, Refrigeration Units
- **Training Tools:** Trainee Manuals, Online Platforms, Workshops
- **Safety Compliance:** ServSafe, HACCP, OSHA protocols
- **Ordering Systems:** Marketman, PeachWorks, BlueCart
- **Production Techniques:** Sous Vide, Baking, Chocolate Tempering
- **Documentation Software:** MS Word, Excel, Recipe Module
- **Menu Planning:** Costing Estimation, Seasonal Themes, Customer Metrics
- **Ingredient Sourcing:** Local Farms, Artisanal Suppliers, Wholesale Markets
- **Team Collaboration Tools:** Slack, Email, Group Chats

SKILLS

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|------------------------|-------------------------|------------------------|-----------------------|
| • Pastry Production | • Quality Control | • Events Coordination | • Team Building |
| • Recipe Development | • Food Safety Standards | • Nutritional Analysis | • Process Improvement |
| • Inventory Management | • Collaboration | • Customer Service | • Vendor Relations |
| • Staff Training | • Operational Planning | • Heritage Grains | |

PROFESSIONAL AFFILIATIONS

- Member, American Culinary Federation
- Volunteer, Local Food Bank

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST