

Mackenzie Catherine Albrecht

(773) 551 2134 • kenzie@802home.com • linkedin.com/in/mackenziecalbrecht

EXPERIENCE

STARBUCKS, *Prosper, TX*

Barista (April 2021 – August 2021)

- Operated cash register system and prepared food simultaneously while assisting guest needs resulting in timely guest turn around
- Initiated guest connections while taking orders through drive-thru system within a fast-paced environment resulting in return, loyal customers
- Resolved guest complaints and concerns by utilizing interpersonal skills in order to improve guest experience
- Communicated effectively with team to prepare individualized drink orders in timely fashion which optimized guest satisfaction
- Maximized store cleanliness through regularly sanitizing high touch surfaces and coffee equipment as well as swept and mopped floors

ABERCROMIE AND FITCH, *Frisco, TX*

Brand Representative (September 2020 – January 2021)

- Interacted with and assisted guests with needs such as item pricing, stock availability, and outfit styling resulting in an increase in sales
- Operated cash register through processing sales and refunds ensuring guest satisfaction
- Maintained store cleanliness and organization through sweeping, dusting, and neatly placing merchandise in showroom

ST. FRANCIS OF ASSISI CATHOLIC CHURCH, *Frisco, TX*

Teen Leader (August 2018 – May 2020)

- Mentored middle and high school students by forging connections during faith-based sessions to prepare for their Confirmation
- Developed as well as led 'Women of God' sessions for overnight retreats by planning activities and events which facilitated connections between members
- Implemented my personal experiences and church teachings into small group discussion with middle school students resulting in deeper bonds
- Inspired groups of people, including middle schoolers, high schoolers, and adults by speaking my testimony

EDUCATION

University of South Carolina
B.S., Hospitality Management

Columbia, SC
Anticipated May 2024

Activities

- Member of the Theme Park and Attractions Club
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TECHNICAL SKILLS

- Proficient in Google Docs
- Proficient in Google Slides