Casey Nemetz

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Professional Summary

Friendly and dependable food service professional with experience in both café and fast-casual restaurant environments. Skilled in customer engagement, multitasking under pressure, and maintaining clean, organized workspaces. Currently pursuing a History degree at the University of Mary Washington, bringing strong communication, time management, and critical thinking skills. Known for delivering excellent service with a positive attitude and strong sense of teamwork.

Work Experience

Barista

Barnes & Noble | Reston, VA

August 2023 to August 2025

- Prepared high-quality coffee, espresso, and specialty beverages in accordance with Starbucks and Barnes & Noble standards.
- Delivered exceptional customer service in a fast-paced, retail café environment, building rapport with regular customers.
- Maintained a clean, organized, and welcoming café space, adhering to health and safety guidelines.
- Handled cash, credit, and gift card transactions accurately and efficiently using POS systems.
- Managed inventory and restocked supplies during and after shifts to ensure smooth operation.
- Assisted with store operations by supporting bookfloor staff during busy periods or special events.
- Collaborated closely with team members to meet service goals and resolve customer concerns professionally.
- Demonstrated strong multitasking skills while balancing drink preparation, cleaning duties, and customer service.

Customer Service

CAVA | Reston, VA

May 2023 to August 2023

- Quickly serve customers in a fast paced environment
- Communicate with my teammates and streamline order processing
- Guide new customers through available meal options and ensure customer retainment
- Ensure a safe and clean working environment as well as a clean dining experience

Dunkin Donuts Crew Member

Dunkin' | Herndon, VA

June 2022 to August 2022

Warmly greeted customers and created relationships with long-time customers, nurturing a welcoming environment. Handled high pressure, high mobility situations in a calm, efficient way. Maintained inventory to suit customer needs. Listened to requests and followed recipes to ensure customer satisfaction. Enhanced retail and commercial occupational knowledge.

Volunteer Work

Feed Fairfax Families | Reston, VA

November 2020 to May 2021

· Helped distribute boxes of essential meals to lower income families

· Kept flow of distribution to a steady pace

· Achieved 100% distribution of over 500 food boxes in total across 5 opportunities

Education

History (Undergraduate)

University of Mary Washington | Fredericksburg, VA

August 2024 to Present

Skills

Serving **Time management** **Food safety** **Cash handling** **Problem solving** **Collaboration** **Teamwork** **Coffee experience**

Barista experience - Barista experience (1-2 years)

Multitasking **Customer service** **POS** **Food service**