

# Joel Cosme, Jr.

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(614) 495-7608

Authorized to work in the US for any employer

## Work Experience

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### **Manager/Co-owner**

Community Grounds: Coffee & Meeting House-Columbus, OH  
May 2019 to Present

Trained baristas on all aspects of food and drink making.  
Managed inventory and supplies.  
Created COGS profile to ensure sales reflected within profit needs.  
Created food and drinks for the menu.  
Worked with roasters to ensure ideal methods for coffee making: espresso, pour-over, drip, etc.

### **Head Trainer/Manager**

CTO-Columbus, OH  
September 2014 to Present

Communicate with child care centers to arrange trainings, suggest training for employee development and discuss feedback regarding trainings experienced.  
Provide CPR, First Aid, Communicable Disease and Child Abuse Recognition training when needed.  
Manage company financials, marketing and client acquisition.  
Interview, hire, and provide training to new trainers.

### **Head Cook/Kitchen Manager**

Off Center-Hilliard, OH  
June 2021 to November 2023

Created menu for restaurant.  
Developed vegan versions of various world foods.  
Organized kitchen to maximize efficiency.  
NY pizza maker.  
Managed COGS to ensure menu reflected within desired profit margins.  
Prepped all food items, expedited and served customers.

### **Applied Behavior Analyst**

Franklin County Board of Developmental Disabilities-Columbus, OH  
April 2012 to May 2019

- Certified in CPR, First Aid & child safety training.
- Assist children with special needs with the development of independent life skills.

## **Customer Relations Representative**

Express, LLC-Columbus, OH

April 2011 to November 2014

- Field customer relations calls & emails to determine resolutions for product, service and policy feedback.
- Partner with store and district management to share customer feedback for coaching purposes.
- Field injury & property claim related calls in partnership with insurance partner.
- Assist with the training of new agents & the ongoing development of seasoned agents.
- Seasonal Team Lead Experience: monitored call & email queue to maintain service level goals, addressed department escalated calls, coached agents on call & email quality.
- Developed workload tracking system for leadership team, enhanced department reporting by correcting previously unknown errors & updated department resources.

## **Senior Customer Relations Specialist**

Gap Inc, Direct-Grove City, OH

August 2010 to April 2011

- Created employee schedules based on forecasting.
- Monitored calls, emails and social media to maintain department service level goals.
- Handled legally sensitive and injury related calls.
- Maintained detailed notes on escalated calls and department updates for the corporate office.
- Supervised a team of over twenty agents & provided help desk as well as escalation assistance.
- Monitored agent calls for coaching purposes.

## **English Teacher**

Nae Jeong Middle School-Bundang

September 2007 to August 2009

- Developed lesson plans around world culture topics using various methodologies.
- Created summer & winter break classes focused on debate and cross-cultural topics.
- Participated in the development of the school's English as a Foreign Language curriculum.

## **Head Teacher**

UACE Language School-Yongin City

May 2005 to July 2007

- Managed weekly meetings to obtain updates on classroom progress from team.
- Reported progress & curriculum development methods to the director.
- Created testing for class assignment of students based on English language proficiency.

## Education

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### **M.S. in Industrial/Occupational Psychology**

University of Phoenix - Phoenix, AZ

September 2014 to March 2017

### **Master's Certificate in Teaching English as a Foreign Language**

University at Birmingham - Birmingham

2008 to 2009

## **B.A. in English Literature**

SUNY Buffalo - Buffalo, NY

2000 to 2003

## Skills

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- • Fluent in Spanish. • Microsoft Office: Word, Excel, Outlook & PowerPoint. • Experience with call center systems: Cisco Agent, Salesforce, NICE, OSI, Central EJ, AS400 and various other programs.
- Autism Experience
- Developmental Disabilities Experience
- Teaching
- Coffee Experience
- Barista Experience
- Interviewing
- Experience working with students
- Classroom experience
- Classroom management
- Special education

## Awards

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### **Columbus Monthly Tastemaker**

2023

## Certifications and Licenses

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### **Excel Certification**

October 2013 to Present

### **CPR & First Aid**

October 2014 to Present

### **ServSafe**