

Varsha Gartaula

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EDUCATION

OCAD University (Ontario College of Art and Design University)
Bachelor of Design (BDES) Industrial Design - *Minor in Art History*

Toronto, Canada
Graduation Date: Jun 2024

WORK EXPERIENCE

Pilot Coffee Roasters

Toronto, Canada

Barista (Keyholder)

Nov 2022 - Jan 2024

- Utilized exceptional cashier skills to create a welcoming atmosphere for customers, fostering strong relationships between patrons and baristas
- Developed expertise in the "bean to cup" process, educating customers about different coffee beans' origins and flavours, pushing sales of specialty coffee blends.
- Executed and trained new employees of opening and closing procedures for the store, ensuring all tasks were completed efficiently and on time, increasing both customer and staff satisfaction.

Bang Bang Ice Cream Shop

Toronto, Canada

Cashier/Barista

Mar 2022 - Jan 2023

- Organized and oversaw store opening and closing procedures, including cleaning equipment, restocking inventory, aiding bakers in prep work and ensuring overall store cleanliness, maintaining customer retention.
- Managed high-volume cash transactions with accuracy and efficiency
- Utilized strong communication skills to engage with customers, serving espresso based drinks and ice cream, resulting in a higher customer satisfaction

SOMA Chocolatemaker

Toronto, Canada

Barista

Oct 2018 - Mar 2020

- Trained and onboarded new employees on product information, closing procedures, packaging methods, drink making techniques, and the POS system, improving overall store efficiency.
- Maintained a high level of customer satisfaction by serving a variety of espresso based drinks, resulting in a higher amount of returning customers
- Educated customers on the bean to bar process for chocolates, pushing for an increase of chocolate sales.

SKILLS

Tools: Adobe Photoshop, Illustrator, Figma, Rhino, AutoCAD, Sketch, Keyshot, Miro, JavaScript, HTML and CSS, Microsoft Office (Excel, Word)

Design: UX Design, UX Research Methods, Product Design, UI Design, User Testing, 3D Modeling/Rendering, Prototyping, Design Communication, Story Boarding, Inclusive Design

MISCELLANEOUS

Founding Member of OCADU's Climbing Club