

**Karen Baldwin**

[REDACTED]  
**Santa Fe New Mexico**

**87505**  
[REDACTED]  
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To Whom It May Concern:

I am a socially engaged citizen. I am dedicated to social justice, environmental justice, healthy lifestyle choices of the mind, body and spirit. I believe in hope, kindness, justice and humanity. I have strong work ethics and integrity.

#### **RELEVANT SKILLS AND SERVICE EXPERIENCE**

- Upbeat friendly attitude.
- Professional customer service skills.
- Ability to thrive on a team or individual projects.
- Multi-tasking and schedule management experience.
- Extensive community and youth organizing experience.
- Strong computer literacy: Micros system, POS system, cash register, credit card machine, Microsoft Word and Excel.
- Certified in Manager Level Food Safety.
- Basic marketing experience.
- Certified Alcohol Server.
- Exceptional interpersonal and conflict resolution skills.
- Mental Health First Aid Certification, QPR Certification (suicide prevention).
- Americorps V.I.S.T.A. (Volunteer In Service To America). 2009-2010. Made a commitment to fight poverty in America while living in poverty myself. Learned how systems of poverty work to perpetuate inequality. Received specific training in how to prevent and assist those in poverty. Participated in workshops through Youth Providers Summit and The Governor's Spot Light on Volunteerism.

## **EMPLOYMENT EXPERIENCE**

### **Assistant General Manager**

#### **Back Road Pizza**

**May 2018- Current**

**Operational Duties:** Provide direct support and oversight of Shift Leaders & crew members. Ordering and maintenance of food, beverages, smallwares, and office supplies. Maintain proper levels of food to minimize waste and ensure freshness. Monitor and control target food costs. Properly scheduling employees to maximize performance and control labor costs. Understanding local and national trends, weather, holidays and making necessary adjustments to staffing and operations.

**Maintenance Duties:** Oversee the repair and maintenance position and provide resources for that position when needed, as well as oversight of scheduled routine maintenance such as Grease Trap Cleaning, Oven Maintenance, Compressor cleaning, and so forth. Oversee and maintain cleanliness standards in adherence to health code.

**Evaluation and Training:** Conducts periodic evaluations of employees and regular training to reinforce strengths and improve areas of skill deficit. Monitor training log to ensure that all employees have completed required training. Staying abreast of company policies and procedures and ensuring that all employees understand and are able to abide by them.

**Policy Enforcement:** Responsible for using common sense when dealing with scenarios where there is no rule or guideline in place, and making judgment calls and setting temporary guidelines. Ensuring the safety and health of all the employees by making sure that policies are consistently followed. Perform routine safety checks, accident investigations, equipment and procedure reviews as needed. Scheduling regular team meetings and check-in's with General Manager, Shift Leaders and crew to ensure that the restaurant operates smoothly and issues are addressed in a thoughtful and timely manner. Respond with calm demeanor to emergency situations to ensure safety of staff and customers.

### **Staff and line cook, (seasonal)**

#### **BDK catering**

Keystone, SD            June- September 2018

Responsibilities: Prepared meals for banquet events. Followed recipes for baking and stove cooking. Worked with kitchen equipment and provided consistent high quality food.

### **Wine and beer bartender (seasonal)**

K Bar S Lodge

Keystone SD June-September 2018

Responsibilities: Crafted wine and liquor based cocktails. Poured locally crafted and domestic beers for

lodge guests including banquet events.

**Receptionist, Host and Server**

**Powder House Lodge and Restaurant (Seasonal)**

**Keystone, SD                      2013-2018**

Responsibilities: Provided quality and professional customer service to all lodging guests. Managed guest registration, including special needs, complaints, online and phone bookings. Responded to lodging inquiries. Processing cash and credit card payments online and in person. Assisted with guest checkout procedure. Answered phone calls and responded to voice messages in a timely manner. Filed past registration information and invoices for lodge and restaurant. Seated guests and processed cash, credit card and check payments. Provided all dining guests with a pleasant and casual dining experience through having a friendly personality and being attentive to each table's needs.

**Adult and Teen Bust Program Director (contracted work)**

**Wise Fool New Mexico**

**May-July 2016, May-July 2017**

Responsibilities: Basic Marketing, Program design, and implementation. Performance support , building participants skills and competencies in performance and social justice arts.

**Middle school liaison, Juntos Program Coordinator (Contracted work)**

**SFPS Adelante**

**2016-2017**

Responsibilities: Tracked the progress of middle school students that were enrolled in the SFPS Adelante program. Provided support with food, school supplies, tutoring and made referrals to needed services for the student and also the students family. Coordinated volunteers prepared community meals, food distribution and parent and student services for families enrolled in SFPS Adelante on a weekly basis.

**Senior Trainer**

**Earth Care**

**January 2015-June 2020**

Responsibilities: Program recruitment, Coordinating all program days, training schedule, participant tracking, reporting, and communications. Engaged in ongoing training, food preparation, logistics, and event planning. Oversaw all training in youth programs as well as Americorps Food Justice Cadre and the Sustainability Education program at both Milagro and Ortiz Middle School. Provided education and training in social and environmental justice. Provided skill building and community networking. Assisted with fundraising and maintaining partnerships. Attended community meetings. Assisted with the Mayor's Youth Summits. Coordinated and Facilitated annual staff/participant retreats.

**Sales Associate,**

**Petco**

**Los Angeles, CA**

**2014**

Responsibilities: Provided quality and professional customer service to all guests utilizing the GUEST+ model (Greet Understand Educate Suggest and Thank). Assisted all guests with their animal needs. Answered phones and assisted management with planogram. Stocked shelves and educated guests about new animal care and wellness products.

**New Mexico Gay Straight Alliance (GSA) Network Program Coordinator**  
**The Santa Fe Mountain Center                  Santa Fe, NM                  2010-2013**

Responsibilities: Worked with GSAs throughout New Mexico in middle schools, high schools, colleges and universities. Provided technical support for developing and managing various trainings, including GSA, anti-oppression, inclusion, and anti-addiction workshops. Cultivated leadership skills in youth participants through educational workshops and coordinating major events. Managed outreach initiatives, grants and contracts. Produced relevant outcome reports and maintained internal program documentation.

**Youth Coordinator**  
**Earthcare                                                  Santa Fe, NM                                                  2009-2010**

Responsibilities: Worked with Santa Fe Mountain Center's Native American Emergence program to develop a decolonization curriculum geared towards educating teens. Managed large-scale youth-led events, youth organizing and project support. Revitalized Youth Allies Action Network and coordinated Youth Allies for Sustainability Leadership Institute. Assisted with basic marketing for programs and collaborated with other local non-profits.

**Deli Clerk**  
**La Montanita Food Co-op                          Santa Fe, NM                                                  2007-2009**

Responsibilities: Provided exceptional customer service and maintained deep understanding of all store departments. Operated deli equipment safely. Able to educate and make relevant product recommendations in deli, as well as across other departments. Ensured that food safety and sanitary guidelines were consistently followed while preparing and maintaining deli items.

**Server**  
**Diego's Café Bar and Grill                          Santa Fe, NM                                                  2005-2007**

Responsibilities: Managed 10-5 tables and provided excellent customer service, while ensuring consistent food quality.

**Tour Guide**  
**Sitting Bull Crystal Caverns                          Rockerville, SD                                                  2000-2005**

Responsibilities: Guided large groups tours and gave history and geology presentations. Made sure visitors abided by safety guidelines.

**Server**

**Carini's Italian Restaurant**

**Rapid City, SD**

**2004-2005**

Responsibilities: Managed 10-5 tables; food quality; customer service; cleaning

**EDUCATION**

Fort Lewis College 2004-2005

HIGH SCHOOL DIPLOMA

The Oakley School 2000-2004

**References:**

Piper Kapin

Business Owner of Backroad Pizza

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[REDACTED]

Ben Brink

Powder House Lodge and Restaurant Owner

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[REDACTED]

Theresa Delueew

BDK catering manager

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