

# Elaina Smith

## EDUCATION

Bachelor of Science in Business Administration — University of Nevada, Reno (Expected May 2029)

Dual Enrollment — Nevada State University (2023–2025)

Shadow Ridge High School — General Education Degree (2021–2025)

## VOLUNTEERING

- Church Hospitality Volunteer

Served refreshments, greeted guests, maintained clean stations.

- Project 150 Volunteer

Sorted donations, labeled items, and assisted

## EXPERIENCE

**Broista** — Dutch Bros Coffee, Las Vegas, NV\*\*

- Delivered fast, friendly, personalized service aligned with brand voice and high-volume expectations. Prepared 100+ drinks/hour with 99% accuracy, ≤2:45 average ticket time, and 20% upsell rate.
- Built customer relationships that supported brand loyalty and store reputation.
- Collaborated with team members to maintain efficient workflow and energetic store atmosphere. Reinforced visual and experiential branding through communication and guest interaction.

**Mucker** — Horse Power Ranch, Las Vegas, NV (Summer 2024)\*\*

- Performed daily stall maintenance requiring consistency, awareness, and strong physical output.
- Completed 35 point sanitation checklist in ≤45 minutes; logged temperatures 3x/day.
- Maintained animal care standards and passed all surprise inspections with zero critical findings.

## CERTIFICATES

- Standard First Aid — American Red Cross (Valid through May 2027)

## SKILLS

Customer engagement • Canva • Basic Photoshop • Branding awareness • Teamwork • WordPress • MS Office