

Abigayle McLaughlin

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EXPERIENCE

Starbucks Coffee Company, Oaks, Pa / Royersford, PA — Assistant Store Manager

October 2022 - PRESENT

Feburuary 2020–October 2022 West Chester, PA –Shift Supervisor
Septemember 2018 – February 2020 Pottstown, PA / Limerick, PA – Barista Trainer

March 2016–Feburaury 2020 Pottstown, PA – Barista

- Managed and improved operations of four high-volume Starbucks retail stores in South Eastern PA (Pottstown, West Chester, Royersford, Oaks).
- Oversaw multiple customer channels including cafe, mobile, delivery, curbside, and drive-through.
- Led and supervised large teams of up to 28 baristas and 5 supervisors.
- Restructured training and onboarding processes, reducing turnover rate from 132% to 37% in 8 months.
- Collaborated with in-store and support teams to optimize operations, enforce standards, and drive efficiency.
- Achieved significant results: 15-second reduction in drive-through times, 25% increase in store sales, improved Customer Connection scores.
- Increased average ticket price by 8.12% through strategic planning and team engagement.
- Designed and executed comprehensive training plans, facilitating career growth and seamless transitions for team members.

Marco Learning, Remote – Grader and Tutor

August 2022- Current

- Acted as an Essay Grader, providing expert evaluation and feedback on student essays for AP test preparation through Marco Learning, an e-learning website.
- Worked remotely and took on assignments based on personal choice, completing approximately 1-2 classrooms per month.
- Engaged in tutoring sessions, offering personalized guidance and support to students, further assisting them in their AP test preparation and academic success.
- Played a key role in helping students improve their essay writing skills and achieve higher scores on AP exams through

SKILLS

Knowledge of federal, state, and local laws related to HR (e.g., FMLA, ADA)

Excellent written and verbal communication skills

Strong analytical and problem-solving abilities (Psychology Research focus at West Chester University)

Proficiency in Microsoft Excel, Outlook, Word, and PowerPoint

Detail-oriented with excellent organizational skills

CERTIFICATIONS

Starbucks Global Academy – Arizona State University Program...

- Conflict Resolution in the workplace
- Research, The Design Thinking Way

LANGUAGES

English – Native

Spanish – Conversational

comprehensive feedback and targeted instruction.

Beyond Meat, Remote / Philadelphia Area — *Brand Ambassador*

November 2021- July 2022

- Served as a Brand Ambassador for Beyond Meat, conducting events, social media campaigns, and in-store product demonstrations primarily at Whole Foods locations.
- Successfully marketed Beyond Meat products, effectively communicating their benefits and differentiating features to consumers, thereby driving brand awareness and increasing product visibility.
- Established and nurtured strong relationships with grocers, particularly Whole Foods, to ensure ongoing collaboration and support for Beyond Meat's presence in stores.
- Engaged in event planning and execution, coordinating promotional activities and representing the brand at various community events, trade shows, and festivals.

Child Guidance Resource Centers, Havertown, PA — *Mental Health Aide / Social Skills Group Leader Internship*

August 2021- December 2021

- Obtained comprehensive training in mental health practices and exhibited strong adherence to HIPAA regulations.
- Provided valuable assistance to mental health professionals in delivering support to children and families in need.
- Maintained meticulous documentation to ensure accurate and confidential records of client interactions and progress.
- Demonstrated expertise in the development, research, and facilitation of targeted Social Skills groups for children aged 12-15.

EDUCATION

West Chester University, West Chester, PA — *Psychology*

Minor in Studio Art

G.P.A 3.94

Psychology Department of West Chester University Award of Academic Excellence - 2022

