Dean J. Jansen

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Objective

A position utilizing my expertise in customer service, teaching, and training for the over all success and development of the respective company.

Highlights of Qualifications

- Inspires and supports others to work at their highest level
- A decision maker, well organized, resourceful, and works well independently
- Remain calm and works well under demanding conditions
- Outstanding leader with proven record of accomplishments
- 60 WPM
- Goal orientated, consistently exceeds prescribed goals and dedicated to exceeding the expectations of others

Professional Experience

Starbucks Coffee **Denver, CO**
Manager 05/2008 to present

- Planned, identified, and delegated appropriate responsibilities to store partners to ensure smooth flow of operations.
- Monitored and managed store staffing levels to ensure partner development and talent acquisition to achieve store operational goals.
- Provided partners with coaching, feedback, and development opportunities which resulted in an environment where partners are valued and sales increased.
- Spearheaded the development of action plans and instructed the team to implement them to meet and exceed operational and organizational objectives.
- Read and interpreted profit and loss statement monthly and quarterly to evaluate business leading to increased productivity.
- Exceeded yearly target for the quality assurance audit score.

Starbucks Coffee **Aurora, CO**
Assistant Manager 07/2007 to 05/2008

- Collaborated with store manager to achieve targeted store goals.
- Showed support and provided encouragement to help partners accomplish goals.
- Implemented corporate strategies to support business objectives.
- Led daily operations including but not limited to preparing deposits, directing staff according to customer flow and coffee protocols, creating an excellent customer environment, and daily preparation and serving of coffee and food products.

Starbucks Coffee **Aurora, CO**
Shift Supervisor 04/2004 to 07/2007

- Ensured operation tasks were done in a timely and efficient manner.
- Responsible for daily closing and opening of store.
- Proven efficient in daily cash management.

Aurora Alliance Church **Aurora, CO**
Worship Pastor 2004 to 2006

- Led the music team as a small group community & implemented shared team responsibilities.
- Developed innovative use of video technology as part of the congregation's worship experience
- Recruited and trained an audio/visual technology team
- Assisted with all aspects of services (prayer, communion, baptisms, child-dedications, teaching) as needed.
- Assisted the senior pastor with pastoral care responsibilities.
- Helped develop creative strategies for discipleship and outreach.
- Developed & led an effective, cutting-edge music ministry that is consistent with Church's vision.
- Led corporate worship in a variety of settings

Aurora Alliance Church **Aurora, CO**
Youth Pastor 2001 to 2004

- Provided leadership and direction to students and volunteers.
- Recruited, trained, and supervised volunteer leaders.
- Provided nurture and counsel to students and their families fostering healthy self esteem.
- Led and directed comprehensive ministry programs for students based on churches key values and mission statement.
- Developed messages and program materials in accordance with the curriculum.
- Worked collaboratively with Pastor, Administrative Assistant, and Children's director to ensure programs were delivered in a smooth and efficient manner.

Tersteegs Grocery Store **Redwood Falls, MN**
Cashier/Head Clerk 1994 to 2000

- Issued receipts, refunds, credits, and change due to customers.
- Offered customers carry-out service at the completion of transactions.
- Monitored checkout stations to ensure that they had adequate cash available and that they were staffed appropriately.
- Resolved customer complaints in a respectful and professional manner.
- Established and identified prices of goods, services and admission, and tabulated bills using calculators, cash registers, and optical price scanners.
- Answered customers' questions, and provided information on procedures and policies.
- Stocked shelves, and marked prices on shelves and items.

Education

Crown College **St. Bonificus, MN**
BS in Youth Ministry 2002

References

Available upon request