

GINA MARIE TRIPLETT

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WORK EXPERIENCE

Donut Baker & Barista Holey Grail Donuts | Honolulu, HI May 2024 - Present

Holey Grail Donuts is a plant based donut shop specializing in taro donuts. Holey Grail started in Kauai and expanded to 3 locations in Los Angeles. They feature 4 new flavors every quarter on the menu.

- Explained the menu to customers, highlighting unique features and ingredients of plant-based donuts, enhancing customer knowledge and experience.
- Made fresh donuts and ensured timely preparation and delivery to customers, adhering to quality and safety standards.
- Glazed donuts for every order, ensuring each donut met the company's quality and aesthetic standards before serving.

Mobile Associate T-Mobile | Honolulu, HI Sept 2023 - Jan 2024

T-Mobile is a top-tier U.S. telecommunications company, known for its innovative "Un-Carrier" strategy and leadership in advancing 5G technologies.

- Consistently delivering exceptional customer service by leveraging in-depth product knowledge to assist clients with device selection, plan customization, and issue resolution.
- Demonstrated a proven track record in sales, consistently exceeding targets through effective communication of T-Mobile's product offerings and promotion of value-added services, contributing to the overall success of the sales team.
- Developed a comprehensive understanding of T-Mobile's latest technologies and services, ensuring the ability to educate customers on cutting-edge features and guide them toward optimal solutions tailored to their individual needs.

Hostess Deck. | Honolulu, HI May 2023 - Sept 2023

Deck is a captivating beachside restaurant located at Waikiki Beach, known for its stunning oceanfront views, exquisite Pacific Rim cuisine, and a vibrant atmosphere that offers both casual dining and upscale experiences.

- Greet guests with a friendly demeanor, promptly escorting them to their tables.
- Effectively manage reservations by coordinating guest arrivals with available tables.
- Maintain a well-organized waitlist during peak hours, accurately estimating wait times and updating guests.
- Support the server team by providing information about specials, menu details, and addressing guest queries.

Studio Experience CorePower Yoga | Honolulu, HI

Dec 2022 - March 2024

CorePower Yoga is a prominent yoga studio chain renowned for its dynamic and accessible classes catering to practitioners of all levels.

- Maintained yoga studio cleanliness and sanitation
- Effectively manage and replenish inventory
- Maintained a well-organized shelf of rolled up towels for students
- Supported the yoga team by providing information about classes, questions, and concerns

Associate Banker J.P. Morgan Chase & Co | Santa Clara, CA

Feb 2018 - Aug 2020

Chase Bank provides customized financial services and solutions to businesses of all sizes and across various industries, with a focus on innovation and exceptional customer service.

- Provided account services to customers by receiving deposits and loan payments
- Efficiently complied with bank operations and security procedures by participating in all dual control functions
- Helped account holders access technology to enhance banking convenience via multiple self-service channels
- Built rapport with customers, displaying friendly attentive service in all interactions

EDUCATION

Interface Design

Kapiolani Community College | Current

Certificate, UX Design

Career Foundry | 2020

Bachelor's Degree, Economics

San Jose State University | 2018

TOOLS

Adobe:

- Illustrator
- Photoshop
- After Effects

Other:

- Figma
- VS Code
- GitHub