

# Haven Carroll

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Energetic and responsible professional with experience in customer service roles, swim coaching, lifeguarding. Skilled in working with people in fast-paced environments, leading and supporting teams, and maintaining safety and quality standards. Recognized for reliability, strong communication, and the ability to learn quickly and adapt to new responsibilities.

## EXPERIENCE

### **Gordon Family YMCA, Sumner WA — Head Swim Coach/Head Lifeguard/Swim Instructor**

2018 - 2026

Led and supervised a team of swimmers, developing training plans to improve performance and technique. Organized practices, schedules, and competitions to ensure team readiness

Mentored assistant coaches and promoted a positive team environment

Supervised lifeguard staff and ensured compliance with safety regulations and protocols

Managed daily operations at the pool facility including scheduling, overseeing staff responsibilities, Keeping all safety equipment up to date, and overall safety and flow of programs and schedules throughout the day.

### **Tacoma Java Co, Bonney Lake WA — Barista**

2026

Delivered excellent customer service by taking orders, handling requests, and resolving issues professionally

Operated cash register and handled transactions accurately, including cash and card payments

Prepared high-quality beverages efficiently in a fast-paced environment while maintaining consistency and attention to detail

### **Farm 12, Puyallup WA - Host/Busser**

2020

Restaurant experience keeping everything clean, organized, and sanitary. Strong communication skills with coworkers and customers  
Multi-tasking, customer service, time management, fast and diligent work

Managed guest reservations and seating arrangements efficiently, ensuring smooth flow of service.

Resolved guest complaints or concerns promptly and professionally, ensuring high levels of customer satisfaction.

## SKILLS

Leadership & team management

Reliability / strong work ethic

Communication & motivation

Conflict resolution

Problem solving under pressure

Training & supervision

Strong communication skills

Time management & organization

Customer service

Training & mentoring

Multitasking in fast-paced environments

Cash handling & basic math

Teamwork & collaboration

## EDUCATION

### **Sumner High/Homeschool**

Highschool diploma

2015-2019

### **Missions.Me College**

Dana Point, CA

August 2019 - June 2020

Interned at Missions.Me non-profit organization getting opportunities to help plan and organize a missions trip.

Office experience and outside partnerships for outreach experience.

Took classes on leadership lifestyle and skills.

