

Camila Pazmiño

Customer-Focused Bartender & Server | POS System Expert

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Toronto, Canada

I have three years of experience in customer service and team management. I am skilled in preparing and serving beverages, managing orders and transactions, and providing exceptional customer experiences. I am seeking a position that will allow me to leverage my skills and contribute to a dynamic team.

WORK EXPERIENCE

Server/Bartender Lula Lounge

02/2023 - Present Toronto CA

Achievements/Tasks

- Manage orders and accompanying financial transactions using the sale system.
- Resolve issues and attend to dissatisfied customers, ensuring a positive customer experience.
- Provide exceptional customer service, ensuring that customers have a pleasant experience.
- Prepare and serve alcoholic and non-alcoholic beverages to customers according to recipes and specific requests.
- Keep the bar clean and organized, including washing glasses and utensils.
- Knowledgeable in menu suggestions to customers and ensuring that beverages are served in the best quality.

Server/Bartender Cabaco Cafe

06/2024 - 09/2024 Toronto CA

Achievements/Tasks

- Assisted in preparing cocktails and specialty drinks during peak hours, maintaining quality and speed.
- Took and delivered customer orders efficiently, maintaining accuracy even in high-pressure environments.
- Monitored guest satisfaction and proactively responded to special requests and dietary needs.
- Followed cleaning protocols and ensured proper sanitation of serving areas and equipment.
- Managed inventory, placed orders, and ensured supplies were stocked.

Server/Cashier Titas Mexican Food.

04/2022 - 02/2023 Toronto CA

Achievements/Tasks

- Managed inventory, placed orders, and ensured supplies were stocked.
- Knowledgeable menu suggestions to customers
- Developed and maintained positive customer relationships, addressing concerns and ensuring exceptional service.
- Handled money accurately and operated the POS system efficiently.

SKILLS

- Beverage Preparation and Mixology
- Adaptability in Fast-paced Environments
- Customer Service Excellence
- POS System Operation
- Multitasking and Time Management
- Team Collaboration
- Problem-solving and Conflict Resolution
- Knowledge of Health and Safety Regulations
- Quick learning ability

EDUCATION

- Toronto School of Management
03/2022 - 04/2023
- Ilac International Language - Academy of Canada
11/2023 - 03/2024
- Centennial College
09/2024 - Present

CERTIFICATES

- Smart server (06/2022)
- TIB - Introduction to Bartending & Mixology (10/2022)
- Workplace Violence and Harassment (05/2024)
- Accessibility For Ontarians With Disabilities Act (AODA) Awareness (04/2024)
- WHMIS 20215 (04/2024)

LANGUAGES

- English
Professional Working Proficiency
- Spanish
Native or Bilingual Proficiency