

Alex Pokrandt

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Experience

March 2019 - November 2019

Mcdonalds, Renton Wa - Crew

- Serve orders to customers at windows, counters, or tables.
- Clean food preparation areas, cooking surfaces, and utensils.
- Prepare and serve beverages such as coffee and fountain drinks.
- Accept payment from customers, and make changes as necessary.
- Request and record customer orders, and compute bills using cash registers, multi counting machines, or pencil and paper.

January 2020 - March 2020

Springhill Suites, Issaquah Wa - Houseman

- Collaborated with team members while assisting with keeping the lobby area clean and customer ready.
- Actively monitored and stocked supplies as needed to support processes and ensure seamless operations.
- Chosen by management to oversee all assigned floors to ensure cleanliness and manage customer expectations.
- Facilitated swift and effective problem resolutions by liaising between management and team members to address areas of operational improvement.

March 2021 - Present

La Quinta - Night Auditor

- Make and manage reservations using synxis
- Balance the cash drawer and log receipts
- Investigate and resolve out-of-balance accounts
- Keep accurate financial records and ledgers
- Help prepare for forecasts and audits
- Check in guests, answer phones and take reservations
- Respond to guest complaints, requests and emergencies

Education

September 2016 - March 2018

Renton Technical College, Computer Network Architecture - Associates