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Las Vegas, NV 89142

WORK EXPERIENCE

Apprentice Bartender October 2019- Present

Oscar’s Steakhouse at Plaza Hotel and Casino

Las Vegas, NV

Prepares crafted cocktails according to customer specifications. Engages with customers and recommends food and beverage options based on customers’ taste. Processes food and beverage transactions utilizing the venue point of sale (POS) system. Maintains subject matter expertise in all available food and beverage options. Ensures the bar is fully prepared for operations by preparing garnishes, spirits, mixers, ice, glassware, silverware, napkins, bar equipment, etc. Prepares custom garnishes (e.g. blue cheese stuffed olives). Conducts daily opening procedures in accordance with venue standard operating procedures (SOPs). Procedures including but not limited to stocking ice wells, creating specialty cubes, preparing fresh garnishes daily, and replenishing mixer levels. Assists bartenders with drink preparation, food orders, and processing transactions. Completes closing duties in accordance with SOPs including but not limited to, removing expired products, restocking bar supplies, and sanitizing bar area.

Inspects on-hand inventory for compliance with minimum quantities specified and reports any deficiencies. Inventory includes spirits, garnishes, mixers, bar equipment, produce, service wear, napkins, straws, menus, candles, etc.

Maintains venue serviceability by conducting sanitation duties, structural inspections, and reporting maintenance issues. Ensures venue is sanitized in accordance with Nevada health code by bussing bar area, inspecting silverware and diningware prior to serving, sanitizing bar tops, ensuring personnel sanitization standards, etc. Prevents safety hazards by inspecting bar area for structural damage. Informs management of damage to venue to facilitate timely repairs.

Inspects serviceability of glassware and diningware.

Provides a safe environment for customers by alerting venue security to potential issues. Assesses customers and situations for potential danger including but not limited to violence, intoxication, illegal drug use, and other dangerous situations.

Significant Contributions

Operations

* Generates over $800 in sales daily
* Maintains an inventory in excess of $50,000
* Prevented over 5 safety and security issues

Communications

* Engages with over 40 customers per day
* Reports to management twice daily on venue status or issues

Unemployed July 2019-October 2019

Apprentice Bartender July 2019-July 2019

Hexx at Paris Hotel and Casino

Las Vegas, NV

Observed mixer levels upon shift arrival. Prepared mixers and sangria for the day. Prepared garnishes. Maintained maximum capacity of ice wells throughout shift. Replaced depleted beer kegs with new ones. Replenished chilled bottled beverages in coolers. Assisted bartender with food and beverage orders. Facilitated guests’ food and beverage orders to bartender for input into POS system. Sanitized bar areas including but not limited to bar tops, coolers, sanitation areas, floors, and washing machines

Maintained up to date menu information. Completed testing on menu knowledge. Provided venue situational awareness input to daily pre-shift discussions.

Recorded product count on inventory logs. Determined additional product needs. Reported any concerns to management including but not limited to shortages, use, theft, damage and storage of product.

Provided a friendly and welcoming atmosphere by greeting patrons, engaging with customers, anticipating customer needs, etc. Ensured safety of patrons including but not limited to observing behaviors and surroundings, denying alcohol purchases to intoxicated patrons, maintaining dry bar floors, and reporting anything of concern to management.

Significant Contributions

Operations

* Prepared over 30 gallons of sangria per shift
* Sliced over 15 pounds of garnishes daily
* Replaced over five 160 pound beer kegs per shift

Communications

* Engaged with over 80 patrons per day
* Communicated with management more than 5 times per shift

Training

* Tested on restaurant menu items more than 4 times per week
* Successfully answered more than 30 examination questions daily

Apprentice Bartender March 2019-July 2019

Bellagio Hotel and Casino

Las Vegas, NV

Prepared fruit and garnishes for various bar stations throughout the hotel. Maintained ice levels at 2-4 bar wells per venue. Stocked and rotated cold bottled beverages with oldest in the front and newest to the rear of the cooler. Assisted bartenders by preparing and serving beverages to patrons, for bartenders on their breaks. Served beverages and created cocktails for cocktail waitresses in back of house (BOH) service bars. Prepared various batch recipes at BOH kitchens including but not limited to herbs, fruits, and vegetables, spices, and syrups for use at bars and restaurants. Transported supplies from BOH storage to all bars. Delivered wine and champagne to restaurants upon order request from all restaurants within the hotel. Transported orders from BOH warehouse to wine vault. Located, cleaned and stocked glassware for all bars. Replaced beer kegs at various bars. Maintained beverage health department standards.

Recorded product supply on product supply log during every shift. Communicated with management about product needs, hazards, complaints of bar staff, etc. Dispatched security to bar for escalating patron issues that arose.

Significant Contributions

Operations

* Created over 12 different mixers and syrups per shift
* Transported over 80 wine products daily
* Prepared over 100 cocktails and beverages per shift
* Assumed duties of over 4 bartenders daily

Communications

* Communicated with over 12 restaurants per shift
* Handled orders of over 8 cocktail waitresses throughout shift continuously
* Informed management of daily function needs over 5 times daily

Training

* Successfully completed forklift and heavy equipment transportation training

Concierge December 2017-March 2019

Bellagio Hotel and Casino

Las Vegas, NV

Assisted hotel guests in booking transportation, tours, show tickets, nightlife, and restaurant reservations. Assisted with amenities and in-room amenity delivery and layout. Recommended restaurants, shows, nightlife, tours, etc. based on customer tastes. Maintained knowledge on current events and activities to make recommendations to guests. Provided options of pastries and cakes for wedding ceremonies. Coordinated amenity orders to guests’ rooms including but not limited to pastries, beverages, floral displays, edible arrangements, meals, and gifts. Organized transportation for guests to and from nightlife venues, restaurants, golf courses, other hotels, airports, etc. Decorated rooms in accordance with guests’ specifications with floral arrangements. Provided and maintained point of contact for guest assistance and guidance.

Transported mail to and from concierge department. Delivered activity brochures to other departments within hotel.

Communicated guests’ requests with management daily. Conducted meetings with vendors to discuss and demonstrate new and existing products and features. Conducted testing on vendor products and services. Coordinated service availability and reservation with vendors.

Significant Contributions

Operations

* Completed over $20,000 worth of product reservations weekly
* Assisted with over 40 transportation bookings daily
* Met with over 5 vendors weekly

Communications

* Answered over 70 phone calls per shift
* Interacted with over 100 guests daily
* Responded to over 15 email inquiries per shift
* Communicated with over 100 vendors weekly

Training

* Participated in property tours monthly
* Cooperated in reservation system training over 15 times per week

Spa Representative July 2015-December 2017

Bellagio Hotel and Casino

Las Vegas, NV

Created appointments for spa services daily. Reserved appointments for but not limited to massages, body treatments, facials, spa facilities, manicures, pedicures, hair services, make up, waxing, tanning, personal training and fitness class reservations. Responded and addressed guests’ requests for spa services, packages, and accommodations. Recommended appropriate services based on dialogue with guests. Accompanied guest to service area. Processed spa day passes and escorted guests’ to spa facilities. Addressed customer complaints and ensures customer satisfaction. Ensured accurate closure of guests services.

Significant Contributions

Operations

* Reserved over 30 spa and salon appointments daily
* Served as a liaison between over 40 guests and 15 massage therapists daily
* Assisted team of over 15 spa representatives per shift with reservation issues

Communications

* Answered over 50 phone calls per shift
* Interacted with over 80 guests daily

EDUCATION

Bachelor of Arts Psychology

University of Nevada Las Vegas, Las Vegas NV 89154

TRAINING

Hacker Halted 2020 – Virtual Cybersecurity Conference

10/19/2020-10/23/2020

PROFESSIONAL CERTIFICATIONS

In Progress

* Security+

CompTIA

AWARDS

Millenium Scholarship Receipient

Pell Grant