Jennifer M. Leger

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*I have a sixteen-year history in the food and beverage industry. I have cooked in various locations except for fine dining. I have accumulated some leadership roles during my career as well as gained experience in a couple of technical support call centers. I am currently transitioning out of the food and beverage industry and seeking to have a career that I know I can do well into the retirement age.*

Past Employers

***Scheduler and Parts Department Clerk*** (September 2021 to Present)

Employer: Appliance Repair Experts- North Las Vegas, NV

-Uses the Rosseware Software application to navigate through different program tabs to include technician route mapping, customer job/sale information, invoice information, and parts inventory

-Utilizes set vendors to purchase parts as well as obtaining a rebuild ticket for control boards, and receive credits or warranty on broken, unusable, or returned parts.

- Answers a multiline telephone for technicians wanting to know the prices of their parts being used as well as doing research on the correct part number for an appliance. Will reschedule and/or terminate route as needed.

-Answers phone line for customers wanting to set up a date for a technician to come to their home, asking about the ETA of their ordered part (if placed in the office/walk-in order), ETA on the technician status.

- Calls vendors about delayed deliveries of missing parts or backordered items and updates the customer about the potential delivery times.

-Checks in delivered parts and reverifies that they are correct. Updates work orders and office stock. Calls customers to schedule a parts call for technicians.

***Sous Chef***(December 2018- March 2020)

Employer: Victories Bar and Grill in the Cannery Casino/ Boyd Gaming- Las Vegas, NV

-Led kitchen staff in preparation and presentation of food to meet or exceed standards

-Balances staffing levels to ensure maximized customer satisfaction and profit ratios are maintained

-Delegate kitchen staff and FOH personnel work assignments daily

-Upholds kitchen and storage areas exceed standards ensuring everything is clean, free of safety hazards and produce are being rotated using FIFO system

-Monitors employee performance and provides mentorship to all team members to ensure strong workplace morale

-Leads Front of House team by directly handling and resolving customer related complaints in absence of FOH manager

-Proactively speaks with customers daily, seeking feedback to improve menu items or employee/guest relations

***Lead Cook & Cocktail Server*** (June 2016- October 2018)

Employer: The Phoenix Bar and Lounge- Las Vegas, NV

-Uses a POS system to take/record guests orders, make change, and run credit card transactions

-Prepares various menu items according to chef specifications in a one to two person fast paced kitchen environment where a Jack-of-All-Trades FOH/BOH skillset is required

-Enthusiastically serves customers drinks and prepares/serves food in a timely manner while providing upbeat customer service experience

-Responsible for purchasing goods when the manager is away, handling questions about the kitchen operations and training new employees on customer service skills development/cooking

-Outstanding abilities in working in stressful and loud environments where superior food beverage quality standards were always upheld

-Demonstrated strong problem-solving abilities and communication to resolve complaints and promote long-term customer loyalty

-Collect and relay beverage orders to bartenders while monitoring/reporting guests for intoxication concerns to management in a timely fashion

***Cell Phone Technical Support*** (November 2013-January 2014)

Employer: WDS Global (Verizon Wireless Technical Support)- Wichita Falls, TX

-Took inbound calls from customers who had questions about their services and technical issues

-Asked the customer questions to understand what was going on in the situation as well as make small talk during long lulls such as reprogramming the phone

-Logged data, suggested upgrades, updated records per customer's request and by company's policies

***Technical Support*** (April 2013-September 2013)

Employer: Metasys Technologies (AT&T)-Wichita Falls, TX

-Provided technical support and guidance to technicians who are diagnosing, troubleshooting, repairing, and installing network circuits and devices

-Troubleshoot technical problems of customers where analysis of situations and data requires evaluations of various factors

-Read graphs and calculated circuit frequencies with the technicians to help make the right decisions for the customer

-Updates work history logs

**Education:**

High School Diploma

**Earned credits at:**

Art Institute of Las Vegas- Credits towards an AAS in Baking and Pastry Arts

Advanced Technical Institute- Credits towards an Electrical Technician Diploma