

# Dawn M. Nguyen

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<b>OBJECTIVE:</b>	Motivated and dedicated professional seeking a position that will allow me to capitalize on my developed skills and work experience, expand my knowledge, and allow opportunities for personal and professional growth.
<b>CURRENT EMPLOYMENT</b>	<p><b>Wolffys Grill and Marina</b>, Canandaigua, NY (5/2022-Present) <i>Server/bartender</i></p> <ul style="list-style-type: none"><li>• Take food and drink orders from customers accurately and with a positive attitude</li><li>• Collaborate with the kitchen staff for prompt and correct delivery of orders</li><li>• Memorize the menu and recommend appetizers, meals and drinks from restaurant wine stock</li><li>• Assess bar customers' needs and preferences and making recommendations</li><li>• Deliver a memorable dining experience by resolving all customer issues promptly</li><li>• Assisting with the tidying of tables, clearing leftovers and keeping the dining area neat and pleasant</li><li>• Set tables and rearrange the dining area to accommodate larger groups and prepare the restaurant for special events</li></ul> <p><b>Ziebart</b>, Canandaigua, NY (12/2020-5/2022) <i>Service Advisor</i></p> <ul style="list-style-type: none"><li>• Oversaw and managed the service center's scheduling and workflow</li><li>• Built and maintained strong, long-lasting client relationships</li><li>• Handled inquiries of customers, through telephone or in person</li><li>• Routinely followed up with buyers to ensure continued satisfaction</li><li>• Fielded internal and external customer inquiries to the Service Department</li><li>• Maintained Service Department filing and records</li><li>• Upsold and recommended additional services</li><li>• Answered phone calls in a polite and professional manner</li></ul>
<b>EDUCATION</b>	<p><b>Monroe Community College</b> <i>AAS – Business Administration</i></p> <p><b>New River Community and Technical College</b> <i>Certified Customer Service Specialist Certificate</i></p>
<b>SKILLS</b>	Dependable, People-oriented, Adaptable/Flexible, Problem Solving, Communication, Customer Service, Time Management, Organization, Microsoft office