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## SUMMARY OF SKILLS

- Strong written and verbal communication skills
- Proficient when working with a team
- Trained in First Aid/CPR
- Energetic, hard-working and driven
- Excellent time management
- Great memory and skilled at multi-tasking
- Efficient at solving problems
- Exemplary leadership skills

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## EDUCATION & TRAINING

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| • <b>187<sup>th</sup> POST Certified Basic Police Academy, Pittsburg, CA</b> | Twenty Five Credits/ P.O.S.T Certificate |
| • <b>Amador Valley High School, Pleasanton, CA</b>                           | High School Diploma                      |
| • <b>California Food Handler's Card</b>                                      |  |
| • <b>Amador Valley DECA – Extensive marketing training</b>                   |  |
| • <b>Los Medanos College</b>   | Spring 2020-Present                      |

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## WORK HISTORY

<b>Chili's, Pleasanton, CA.</b>	<b>January 2017 to November 2018</b>
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### Bartender/Server

- Promptly served food courses and alcoholic beverages to guests
- Balanced cash register and effectively used items in stock to decrease waste and profit loss
- Skillfully anticipated and addressed guests' service needs
- Serving Trainer from February 2018-October 2018. Informally recognized as the Lead Server with responsibility for overseeing opening/closing and mentoring new employees regarding menu items, and company policies and procedures

**PF Chang's, Pleasanton, CA.**

**May 2016 – November 2016**

### Server

- Attended to guest's needs and provided exemplary service
- Assisted guests with making menu choices in an informative and helpful manner
- Regularly checked on guests to ensure satisfaction with each food course and beverages
- Worked with a team in an effort to reduce mistakes and increase profit for the company

**Buffalo Wild Wings, San Luis Obispo, CA.**

**August 2015 - May 2016**

### Server

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner
- Significantly increased guest check averages by promoting appetizers, specialty items and alcohol
- Meditated problematic situations in order to ensure the guest would want to return
- Regularly checked on guests to ensure satisfaction with each food course and beverages
- Used point of sale software to process orders and ensure the accuracy of each order

**Elephant Bar Concord, CA.**

**January 2014 - July 2015**

### Server

- Took orders from customers and collected payments
- Quickly built rapport with customers to increase repeat business
- Ensured quality service to every guest with no order mistakes
- Facilitate optimal customer service with a friendly and personable attitude to all guests

**PF Chang's Pleasanton, CA.**

**September 22, 2013 - January 2014**

### Back Waiter

- Employee of the Month October 2013
- Back waiting trainer in November 2013
- Expedited food and brought food to tables in a timely and professional manner, prepared to-go orders, bussed tables, and helped serve large parties on the patio