**Dmytro Kulyk**

266 London str San Francisco, CA 94112

Cell: +1 (516) 289 – 4698

[Dmytrokulyk@yahoo.com](mailto:Dmytrokulyk@yahoo.com)

**OBJECTIVE:** To work within growing organization that offers challenges and the opportunity to grow with the company and to work efficiently and effectively toward the organization goals.

**PROFESSIONAL QUALIFICATIONS**  
• Functional experience of working in Food and Beverage industry for 6 years  
• Highly skilled in providing first contact customer services  
• Proven ability to provide patrons with personal attention in order to make them more comfortable in the environment  
• Able to provide service in a courteous and efficient manner while maintaining a clean work area

**WORK EXPERIENCE**

Boca Raton Marriott

**Trainee program in F&B department (**March 2015 – February 2016 Boca Raton, FL)

***Room Service***

Took part in procedures from taking orders, customer relations, up-selling techniques and proper check closing procedures. Established room service pars and inventories; understood of schedules, labor management system.

***Restaurant***

Was introduced to various restaurant operations and services throughout the hotel, was trained within all positions in the restaurant.

***Banquets &Events***

Gained experience in Banquets & Events department. Random rotation was followed during the entire program and was determined by my abilities, interests, skills & company needs in season.

###### Henry Café Borispol Airport

###### **Barista-Cashier** (Dec 2013 – Jan 2015 Kyiv, Ukraine)

###### Prepare/serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.

###### Clean service or seating areas.

###### Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.

###### Describe menu items to customers or suggest products that might appeal to them.

###### Order, receive and stock supplies or retail products

Hotel Holiday Inn Kyiv

**Waiter (** May 2012 - Dec 2013Kyiv, Ukraine)

* Responsible for looking after guests and attending to their needs during their visit.

###### Provide education about the food and beverage menus, how menu items are prepared, the ingredients used and the different cooking methods.

###### Check food and beverages for quality and presentation before serving to guest.

###### Serve food and beverage to guests.

###### Clear and clean tables promptly according to proper sanitation standards

###### **Supervisor F&B** (May 2013 – Dec 2013)

* Providing a warm welcome for customers
* Preparing the restaurant breakfast menu for customers
* Conduct rediscount
* Check on customers asking if they are enjoying their meals and service.
* Keep order in a restaurant
* Resolve conflicts with guests

**Event Manager**

* Developing, implementing and managing events.
* Working closely with exhibition organizers.
* Overseeing procurement of catering.
* Preparing promotional material.

Alma-Mater café

**Waiter** (Sep 2011-May 2012 Kyiv, Ukraine)

###### Prepare tables for meals

###### Perform light food preparation duties

###### Provide education about the food and beverage menus, how menu items are prepared, the ingredients used and the different cooking methods.

###### Inform customers of daily specials.

###### Check food and beverages for quality and presentation before serving to guest.

###### Serve food and beverage to guests.

###### Receive guest payments and process transactions.

###### Clear and clean tables promptly according to proper sanitation standards.

###### Complete side duties as required including, polishing silverware, restaurant set up, and

###### filling condiments.

## Pizza Hot and Taco Bell Cafe

## **Cashier** (Jul 2010 – Sep 2010 Santa Monica, CA USA**)**

* Handled all sales for my appointed section – including entering correct orders, operating cash machine, counting out correct change;
* Taking food and beverage orders and preparing beverages;
* Meeting customer needs and taking steps to solve food or service issues.
* Working well with teammates and accepting coaching from management team.

Ghirardelli Chocolate Company

**Busser (**May 2010– Sep 2010 San Francisco, CA USA)

* Provide excellent guest service

###### Bus (clean) tables

###### Wash dishes

###### Keep supplies stocked

###### Keep work area orderly and clean

## Jody Marony Cafe

### **Cashier** (May – Sep 2009 Venice Beach CA, USA)

### Handled all sales for my appointed section – including entering correct orders, operating cash machine;

* Taking food and beverage orders and preparing beverages;
* Took appropriate action to resolve concerns and complaints by guests;

**EDUCATION**

B.S National University of Food Technologies 2007 - 2013

Master's Degree in Hotel and Restaurant Business Kyiv, Ukraine

**ADDITIONAL SKILLS**

* English – Advanced, Russian – Advanced, Ukrainian – Advanced;
* Strong IT processing skills: MS Office, Internet, Scanning Program, Outlook, Adobe Reader and etc;
* Excellent customer service and cross cultural communication skills;
* Problem solving skills and adaptability;
* Enthusiastic attitude to work
* Administrative experience and business operations experience;
* Driving license A, B