

# Zade Fakhoury

## Server Extraordinaire with a BA

Highland, CA

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My goal is to use my Bachelor's Degree in International Business Management to operate my own restaurant. Since I've been 13 years old I've been in the food service industry with my parents operations. I love to hustle and create wonderful experiences for patrons.

### WORK EXPERIENCE

#### **Retail Sales Representative**

Verizon Wireless - Rancho Cucamonga, CA - December 2013 to Present

##### Responsibilities

I was in charge of selling Verizon products and services which included cell phones, accessories, and data/voice plans. I was involved in every step of the process from the moment the customer walked into the retail store until they left. I even helped customers after they left the store with technical questions and such.

##### Accomplishments

I made winners circle my first year as a rep making the Top 10% of reps ultimately cultivating to an expense paid trip to Beverly Hills and receiving an award for my salesmanship. I was the top rep in my store for 13 months in a row. Consistently made it to the "heavy hitters" which is a quarterly sales recognition ceremony for the top sales reps.

##### Skills Used

Multitasking, listening, agreeing, demonstrations of products and services, tailoring products to specific individuals based on their specific needs.

#### **Cocktail Server**

BJ'S Restaurant and Brewery - San Bernardino, CA - March 2012 to December 2013

- Quickly acclimated to restaurant standards and was given closing shifts within the first 2 weeks
- From there I excelled and was giving high intensity cocktail shifts
- Won contests for up selling and new rewards signups

Closed on a regular basis

#### **Cocktail Server**

YARDHOUSE - Rancho Cucamonga, CA - June 2010 to May 2012

- Completed 30 days of intense training with quizzes/ finals daily
- Waited on tables and provided a wonderful dining experience
- Knew every single ingredient in every one of YARDHOUSE'S dishes
- Met a wide variety of upscale clientele

#### **Server/Trainer**

APPLEBEE'S - Highland, CA - February 2008 to June 2010

Mihaela Hauer GM 909-709-7253

- Got firsthand experience working closely with people
- Was lead trainer and trained every new hire.

- Side work, station checker as well as last out every shift
- Mastered the art of sales, and won 6 contests for selling the most

## EDUCATION

### **BA in Managment**

CSUSB - San Bernardino, CA

2010 to 2013

### **AA in General Education**

San Bernardino Valley College - San Bernardino, CA

2007 to 2009

## SKILLS

Real Estate

## ADDITIONAL INFORMATION

### Special Skills

2010-2013 Cal State San Bernardino

I graduated in August with a degree in Management International business.

2007-2009 San Bernardino Valley College

Graduated with an AA degree at Valley College

- Won 2 serving contests for BBQ Creations at BJ's
- Started Closing in cocktail within the first month of employment
- Highest Sales Award for Seafood Creations at BJ'S
- Read/Speak Fluent Arabic
- Excellent English speaking skills
- Love talking to people and providing a service they need