

Nicolas Horne

Project Controls

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Athens, Georgia, United States

Customer-savvy worker accustomed to demanding work with little downtime. Excellent interpersonal and time management skills. Committed to being a dedicated team player with demonstrated training and problem-solving abilities.

Technical Proficiencies

- Advanced Microsoft Excel Skills
- Advanced Microsoft Word Skills
- Advanced Microsoft PowerPoint Skills

Work Experience

Cracker Barrel Old Country Store, Waycross & Athens, GA

Server

July 2017 – February 2021

- Developed lasting relationships with customers through attentive service and engaging conversation resulting in repeat business.
- Exceeded customer service expectations by anticipating customer needs and providing for them.
- Collaborated with kitchen staff to efficiently manage orders and ensure timely delivery of meals to customers.

Cracker Barrel Old Country Store, Waycross & Athens, GA

Host

August 2021 – Present

- Monitor the dining room to ensure a neat and orderly environment and aid servers and other staff as needed.
- Greet guests warmly and promptly upon arrival, creating a positive first impression of the establishment.
- Address customer complaints and inquiries in a polite and professional manner to ensure customer satisfaction.

Education

Bachelor of Arts in Entertainment & Media Studies

University of Georgia, Athens

Pre-professional Graduate Certificate in Communication Sciences and Disorders

University of Georgia, Athens