

IVA RADIC

647 522 4205
Iva416@gmail.com
Toronto

PROFILE

Highly motivated individual looking to establish a position bartending or serving. Proven ability to provide outstanding customer service. My in depth knowledge of adhering to industry standards for serving food and beverages will maximize efficiency, increase client base and productivity.

EDUCATION

FASHION BUISNESS

George Brown College
2015 – 2017

KEY QUALITIES

- Punctual and loyal employee
- Dedicated to upholding high service standards
- Competent and dependable team member
- Eager to learn and attentive to detail
- Excellent communication skills
- Builds long lasting relationships with customers

SKILLS & EXPERTISE

Up-Selling
Organization
Attention to Detail
Adaptability
Multitasking
Efficiency
Customer Retention
Inventory Control
Payment Processing

REFRENCES

Available upon request

WORK EXPERIENCE

Automotive Service Advisor Westowne Mazda | 10/2021 – 05/2021

- Prepared repair orders by describing symptoms, problems and causes discovered as well as repairs and services required
- Effectively translated repair problems to customers
- Provided a complete and accurate cost estimate for parts and labour

Automotive Service Advisor Canadian Tire | 12/2020 – 08/2021

- Diagnosing repairs based on customer description and vehicle condition
- Scheduling service appointments, creating work orders, making quotes and estimates on parts and services
- Communicating with mechanics, translating repairs to customers

Bartender Elephant and Castle | 07/2016 – 10/2020

- Served customers attentively while also preparing drinks for service bar
- Accurately crafted drinks according to recipe quantities, also concocted off-menu cocktails and fulfilled special requests
- Worked successfully in a high-turnover environment

Bartender Shopsy's | 08/2014 – 07/2016

- Upheld appropriate stock levels throughout the bar
- Recommended suitable food and drink pairings
- Responsible for deposits, till and end-of-day reports

Server Wingporium | 02/2012 – 08/2014

- Answered questions about menu items, making recommendations and upselling
- Communicated with kitchen staff to inform them of any allergies, dietary restrictions or special requests
- Accurately recorded orders while delivering prompt exceptional service

VOLUNTEER EXPERIENCE

Volunteer TOM*and Women's Fashion Week | 02/2017 – 03/2017

- Co-ordinated casting calls, assisted on the set of a short fashion film, managed transportation, wardrobe management and model fittings
- Sourced dyes and patches for sample pieces, organized collections and prepared garments for shows
- Assisted with creative direction on the models, looks and styles