



KELLY EVANOFF

SUMMARY

Experienced customer service professional with a passion for what hospitality truly means. I have a wide-ranging history of ensuring extraordinary customer experiences through my focus on communication, operational efficiency, and creative problem solving. Currently seeking a role where I can positively impact the industry I know and love while transitioning into the technology space.

CONTACT



574-607-1756



ksevanoff@gmail.com



linkedin.com/in/kellyevanoff

EDUCATION

Modern HTML & CSS From

The Beginning (Including SaaS)

Udemy

December 2020

Modern JavaScript From The Beginning

Udemy

March 2021

The Complete Workspace (G Suite)

Course, Beginner - Advanced

Udemy

July 2021

SKILLS

- High-volume Customer Service
- Team Management
- Staff Training
- Scheduling
- Operational Efficiency
- Budget Management
- Cocktail Menu Development
- Conflict Resolution
- Restaurant POS Systems

PROFESSIONAL EXPERIENCE

TIME OUT MARKET

BARTENDER

October 2019 - March 2020

- ◆ Introduced guests to the Time Out experience
- ◆ Provided exceptional, consultative bar service
- ◆ Set Mise en place and checked batch levels to ensure smooth shifts
- ◆ Performed daily & nightly cleaning & restocking

THE HEAVY FEATHER

BARTENDER

December 2017 - June 2019

- ◆ Worked one of the largest back bars in Chicago
- ◆ Took ownership of daily setup to ensure smooth shifts
- ◆ Constant and cost-effective cocktail menu development
- ◆ High-volume customer service and bartending

FAT RICE

BARTENDER

November 2017 - February 2018

- ◆ Delivered excellent service to guests in a fast-paced environment
- ◆ Maintained extensive knowledge of chef's unique cuisine



KELLY EVANOFF

ADDITIONAL EXPERIENCE

FIDDLER'S HEARTH

South Bend, IN

BARTENDER & SERVER

2014 - 2015

HACIENDA MEXICAN RESTAURANT

Mishawaka, IN

BARTENDER

1999 - 2004

- 20+ years in Guest Services dealing with a wide range of customer groups and interactions
- 6+ years working in the local Chicago Food & Drink community
- Excellent conflict resolution skills
- Passionate about delivering exceptional customer service
- Self-starter who enjoys a fast-paced work environment
- Avid problem solver who works collaboratively in a team environment

CERTIFICATIONS

- ServSafe
- Basset
- Cicerone Beer Server
- Bar Smarts

PROFESSIONAL EXPERIENCE

OWEN & ENGINE

BARTENDER & SERVER

June 2015 - November 2017

- ◆ Provided fine dining service in a relaxed atmosphere
- ◆ Maintained in-depth knowledge of chef's ever-changing menu
- ◆ Walked guests through extensive draft list; recommended food pairings
- ◆ Embraced the team-oriented environment

THE MARK DINE & TAP

HEAD BARTENDER

May 2011 - April 2015

- ◆ Delivered "Guests First" service in a fast-paced environment
- ◆ Collaborated with bar team to create seasonal cocktail lists
- ◆ Created unique liquor infusions & house-made syrups
- ◆ Consulted with guests to describe and recommend the perfect drink

GRANITE CITY FOOD & BREWERY

FRONT OF HOUSE MANAGER & BREWMASTER

June 2009—February 2011

- ◆ Managed 60+ team members with an engaged management style
- ◆ Led day-to-day operations, including scheduling, staffing issues, upholding of company policies, and guest concerns
- ◆ Performed weekly inventory and ordering, recording profit & loss
- ◆ Ran on-site brewing operations
- ◆ Trained staff and informed guests about house-brewed beers

ASSISTANT MANAGER

January 2009—June 2009

BARTENDER & SERVER

June 2007—December 2008