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|  | | Jasper ABarquez  Email: abarquezj21@icloud.com  Phone: 908-472-2099 |
| Skills & Abilities | Multilingual: Rudimentary Spanish, Rudimentary French, Rudimentary Tagalog  Proficient in:   * Microsoft Office (Word, Excel, PowerPoint) * Windows and Macintosh Operating Systems * FOCUS Point of Sales System * ALOHA Point of Sales System * Crunchtime/ Net Chef Inventory System * Salesforce Event Booking System | |
| Experience | I have over ten years of experience in the hospitality business with a background in musical theater. **Hospitality mANAGER** TopGolf Miami Doral FloridaJanuary 2019 – April 2020 My main duties are to supervise and staff our team in providing best-in-class service on a daily basis while driving associate engagement. I uphold operating procedures and service and safety standards, especially guest satisfaction. Outside of our typical floor duties my focus is on business metrics to drive performance through associate engagement. **Special Projects trainer** TopGolfMarch 2017 – August 2018 As a “Re:New Mulligan”, our job was to successfully implement “Project RE:New” to existing venues as well as executing various side projects for Topgolf’s operations and training departments. “RE:New” radically changed the steps of service model Topgolf had been operating within every Front of House department. I worked closely with various departments in home office to create new training material to deliver them effectively to the company. I travelled across the country to 20+ venues training the associates as well as the senior management teams. I was also involved in training the National Directors of Operations for all the regions through the company. During the roll out of this project, I also was a part of the opening of 2 venues in Orlando, Florida and Tucson, Arizona. **team lead/ace trainer/ events Ambassador/ bayhost** TopGolf Edison New JerseyNovember 2016 – January 2019 At Topgolf our goal is “To produce extraordinary sports and entertainment experiences by being an actively engaged associate”. Provided exceptional service at one of the highest volume venues in the company. Outside of my serving duties, I was involved in the hiring process and creating the culture within the venue. As a Team Lead, I was involved in supervising and coaching other hourly associates, while maintaining healthy guest satisfaction. **Bartender/Server** Olive GardenMarch 2015 – October 2016 Provide attentive hospitable service in a high quality family friendly environment | |
| Education | | **mIDDLESEX cOUNTY cOLLEGE**, eDISON, nEW Jersey (2020)General Education, Minor English**John P. Stevens Highschool**, eDISON, nEW Jersey (2009)Highschool Diploma |
| Leadership | | **MUSIC AND THEATER DIRECTOR** Filipino Families and Friends of North Edison (2011-2013) |
| References | | **Hasan Fleming**, Operations ManagerTopGolf Edison 678-270-6763 [hasan,flemingl@topgolf.com](mailto:justin.norvell@topgolf.com) **Justin Norvell**, National dIRECTOR OF OPERATIONSTopGolf 407-506-2530 [justin.norvell@topgolf.com](mailto:justin.norvell@topgolf.com) **Jonathan Wong**, Financial sOFTWARE dEVELOPERbLOOMBERG lp 908-510-1633 |