

# Nic Catania

850-368-4756

ncfilms96@gmail.com

## EXPERIENCE

### **Bta holdings group, Shoreline, WA** - *Shift Lead* - June 2020 - Current

- As a key holder my responsibilities include setting up registers for myself and other employees in the morning, counting registers mid day, handling all cash at the end of the night, and managing other employees. I also provide exceptional customer service with a focus on establishing relationships with repeat customers all while maintaining a place in the top 30% of sales staff.

### **Galos Ballard, Seattle, WA** - *Server* - September 2019 - March 2020

- Often the sole front of house employee, working at Galos taught me to be calm and collected in busy, high stress situations. At Galos I was a jack of all trades taking orders, serving, keeping dine in guests happy, setting up and shutting down registers, as well as opening and closing the restaurant.

### **The Wine Bar, Watercolor, FL** - *Server* - October 2018 - September 2019

- Due to it being an upscale restaurant/bar in a wealthy area, exceptional customer service and professionalism were musts in my time at The Wine Bar. As a server my main responsibility was to wait on and socialize with guests but I also handled high dollar cash and card transactions and provided solutions to any guest complaints, all in a fast paced environment. Detailed wine knowledge was necessary and was something I spent countless hours outside of work learning to ensure I had expertise.

### **Starbucks, FL, CA** - *Barista* - October 2013 - October 2018

- Being one of the most customer service focused companies in the United States, Starbucks taught me that even the shortest interactions can make or break a business. As a barista it was my job to prepare guests drinks/food in a timely fashion, as well as handle cash and card transactions. Making sure the guests were satisfied at the beginning and end of their Starbucks experience was paramount. I learned the importance of being team oriented from Starbucks, something that I have held onto ever since.

## EDUCATION

Gulf Coast State College, Panama City, FL - *Associates in General Studies* - August 2014 - May 2017

Arizona State University, Online - 2017 - 2018

Mosley High School, Lynn Haven, FL - Graduated 2014

## **REFERENCES**

Lyman Rigby - Asst. Vice President / Mortgage Loan Officer - Regions Bank  
(850) - 319-2375

Shai Sadie - Wells Fargo  
(850) - 624-0609

Jake Carson - Manager - Wine bar -  
(850) - 896-1840

Albert Mills IV - Loan Operations Representative - 1st Security Bank -  
(531) - 301-1065