

# James Cassano

West Chicago, IL 60185

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Highly proficient in Microsoft Office tools, operational procedures, and handling customers with their needs.

## Work Experience

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### **Bartender/Server**

Beerhead Bar and Eatery - Elmhurst, IL

2020 to Present

### **Account Manager**

Valley Insurance - Naperville, IL

2018 to 2020

- Customer support
- Processing Insurance Applications
- Reconciled monthly commission statements
- Processed Group Market Quotes

### **Shift Manager**

Starbucks

2013 to 2018

- Processed Deposits
- Balanced register drawers
- Placed daily supply orders
- Managed team for busy store location

## Education

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St. Charles East High School

## Skills

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- Leadership
- Bartending
- Microsoft Office
- Management
- Food service
- Serving
- Store management

- POS
- Team management
- Customer support
- Customer service
- Shift management