

YANA MISHYNA

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PROFESSIONAL SUMMARY

Versatile professional with vast experience in restaurant management, administration, and customer service. Recent graduate in Full Stack Web Development from the University of Central Florida, specializing in the MERN stack. Committed to delivering high-quality results and creative problem-solving. Eager to bring multifaceted skills to a dynamic role in software development, contributing innovative solutions and collaborative energy to drive success in the tech industry.

SKILLS

- JavaScript (React, Angular, Vue.js)
- HTML5, CSS3 (Responsive Design)
- Git, Version Control
- Database Management (MySQL, PostgreSQL, MongoDB)
- API Development (Node.js)
- Communication and Leadership
- Adaptability
- Time Management
- Attention to Detail
- Problem-Solving
- Fluent in Russian and Ukrainian languages

WORK EXPERIENCE

Otto's High Dive – Orlando, FL

December 2022 - Present

Manager/Lead Server

- Played a key role in launching Otto's High Dive, contributing significantly to staff establishment and training. Collaborated in creating the menu, defining duties, and managing operations.
- Showcased strong management and organizational skills, contributing significantly to Otto's High Dive earning the Michelin Bib Gourmand rating in Orlando. Demonstrated steadfast leadership commitment to excellence in hospitality.

Nationwide Roofing Company – Orlando, FL

March 2022 - September 2022

Team Administrator and Loss Assistant

- Performed various administrative functions including scheduling and calendar management for sales team, coordinate meetings and appointments with customers, and provide support to the company as needed for general project management and to ensure the office is operating efficiently.
- Assist customers with residential property damage claims by working with the customer and their insurance adjuster to put the customers in the best position to obtain insurance coverage for their loss. This requires timely and accurate communication and organization in order to prevent the insurance carrier from denying the claim.

Sunbelt Rentals – Lake Buena Vista, FL

February 2021 - February 2022

Asset Management Specialist

- Proactively assess customer equipment needs, leveraging extensive product knowledge to offer optimal solutions. Drive sales and marketing initiatives by generating leads, acting as a liaison for promotions, and contributing to frequent renter programs. Adept negotiator optimizing price and volume. Regularly provide feedback on fleet and merchandise inventory, demonstrating strong organizational and adaptive skills.

The Boat House – Lake Buena Vista, FL

January 2019 - November 2021

Lead Server

- Maintained detailed knowledge of menu items and ingredients to drive sales and ensure customer satisfaction with their dining experience.

- Collaborated with the kitchen and bar through points of sale and verbally to maximize customer satisfaction.
- Ensured all customer experiences met the Disney gold standard.

Morimoto Asia – Lake Buena Vista, FL

June 2016 to January 2019

Supervisor Assistant/Cashier

- As Supervisor Assistant/Cashier, collaborated with restaurant staff, supervised operations, and contributed to staff training. Emphasized efficiency, prompt issue resolution, and continuous improvement for enhanced customer satisfaction.

Rainforest Cafe - Lake Buena Vista, FL

October 2014 to June 2016

Lead Server

- Organized and led special events, proactively prepared for large parties and reservations, anticipating planning and staffing needs.
- Attend to all server duties while supervising and assisting other entry level servers.

EDUCATION

University of Central Florida - Orlando, FL

August 2023 - December 2024

Software Development Bootcamp Certificate from UCF

Valencia College - Orlando, FL

June 2020 - May 2023

A.A. General Studies | GPA: 3.7

Dnepropetrovsk National University – Dnipro, Ukraine

August 2009 - May 2012

Bachelor of International Business