

# Ambrose Wilkinson

ambrose.wilkins@gmail.com

**Lead server at Michelin starred and James Beard Award winning restaurants in New York City, wishing to transition to a new industry**

## WORK EXPERIENCE

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### **Contra, New York City, USA**

**May 2021 — February 2022**

*Michelin-Starred: Lead Bartender, Server*

- Designed a cocktail list that highlighted the restaurant's food menu as well as local, seasonal ingredients.
- Served high-profile clientele, sharing conversation while making drinks and communicating with teammates.

### **Una Pizza Neapolitan, New York City**

**March 2018 – February 2019**

*Assistant Wine Manager, Bartender, and Server*

- Solved service issues when the restaurant first opened, making service smooth and efficient
- Cultivated relationships with guests, resulting in a loyal clientele who returned to the restaurant weekly
- Assisted the Wine Manager in ordering, stocking, and organizing beverages for the restaurant
- Dedicated to the job, arrived early to support management and guarantee the team was prepared for service
- Solved disputes between coworkers and guests through listening to both sides of issues and finding compromise

### **Faro, New York City**

**August 2017 – January 2018**

*Michelin Starred: Lead Server and Bartender*

- Leadership role, mastered all front of house posts and supported where needed to ensure a smooth service for the team
- Multitasked, conversing with guests and explaining menu items while making cocktails for the restaurant
- Consistently upsold menu items, creating better experiences for the guests while increasing the restaurant's revenue
- Communicated directly with the Chef, together we ran an 8 seat, 8 course tasting menu twice a week

### **Via Carota, New York City**

**June 2016 – June 2017**

*Bartender and Server*

- Expressed an eagerness to learn new roles and was promoted to bartender within a few months
- Energized team on slow mornings, keeping morale high in preparation for busy service in the afternoon and evening
- Drove wine sales through knowledge and eloquence, at times selling \$10,000+ during service

### **Momofuku Ma Peche, New York City**

**June 2012 – June 2014**

*Lead Host and Morning Server*

- Managed a team of hosts, teaching them to greet guests in a welcoming, heartfelt manner
- Planned where guests sat in an effort to maximize the restaurants space for future reservations

## EDUCATION

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### **CUNY Hunter College, New York City**

**January 2012 — January 2016**

*B.A. Creative Writing and Sociology*

**GPA: 3.7/4.0**

Graduated with Special Honors

## SKILLS, LANGUAGES & INTERESTS

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**Soft Skills:** Personable, Leadership, Verbal and Written Communication, Critical Mindset, Open to Differing Opinions

**Technical Skills:** Microsoft Office, Adobe Photoshop and Lightroom, iMovie, Wordpress, Beginner SEO

**Languages:** English – Native | Spanish – Beginner

**Activities/Interests:** Running, Photography, Journaling, Reading, Hiking, Traveling, Meeting New People