
PROFESSIONAL EXPERIENCE

Boucherie Union Square New York, NY
Server October 2020 - Present

- Acquired +100 reviews on Yelp, TripAdvisor, and Google to support the marketing campaign
- Major contributor to TripAdvisor reviews, resulting in changing the restaurant's ranking from 3rd to 1st (December, 2021), and from 12th to 5th (August, 2022)
- Noted an allergen risk in the cocktail-making process, which resulted in modification of beverage procedures
- Employee of the month, December 2020
- Ranks among top 3 in Opentable's guest ratings and lead #1 in sales per cover by \$12

Gramercy Tavern  New York, NY
Front Server / Captain March 2019 – March 2020

- Ranked among top 5 in Resy server reviews
- Coordinated service with Captain, Runner, Sommelier, and Server Assistant to deliver a consistent, professional, and effective service
- Designed a wine list outline, resulting in the quicker menu navigation for Sommeliers and Captains

Restaurant Gordon Ramsay    London, UK
Kitchen Server April 2018 – February 2019

- Coordinated food running, kept track of multiple tables, their individual allergies, preferences, and course number
- Practiced accurate communication between front and back of house, while providing high-end professional service of a three-Michelin starred institution

PizzArte New York, NY
Server / Assistant Manager May 2016 – March 2018

- Lead a 15-20 team into serving a +180 daily guests operation
- Supervised COVID-19 State guideline adherence
- Resolved business continuity issues; power outages, misconduct, guest complaints, absent employees, and POS troubleshooting
- Thrived within high-volume environments, serving up to +70 guests in the designated section

EDUCATION

John Jay College Of Criminal Justice New York, NY
Computer Science and Information Security, B.S. September 2019 - Present

- The program provides the broad background in computing that is needed to thwart the abuse and misuse of computers, data networks, and IT systems, to ultimately practice or research the digital forensics and cybersecurity field
- GPA 3.6
- Dean's List (2019-20)

SKILLS

- Cosmopolitan: Countries visited include Ecuador, Aruba, Cuba, France, UK, Italy, Spain
- *Fluent Spanish & Conversationalist Italian*
- Programming: HTML, CSS, JavaScript, Bootstrap, SCSS, React