

ALICIA QUINTEROS



aliciaquinteros57@gmail.com



(832) 790-4455



Austin, TX 78705

PROFESSIONAL SUMMARY

Versatile with exceptional communication and multi-tasking ability. Proven success providing high-quality customer service in fast-paced, high-stress environments.

SKILLS

- Order Accuracy
- Hospitality Service Expertise
- Bilingual
- Problem resolution
- Research and Analysis
- Teamwork

EDUCATION

University Of Texas At Austin
Austin, TX Expected in
05/2021

Bachelor of Arts: Biology

WORK HISTORY

AT&T Executive Education And Conference Center - Server

Austin, TX 10/2018 - 03/2020

- Kept updated knowledge of menu and promotions, recommending specific items according to preferences and food allergies.
- Created orders, documented special requests and followed up with kitchen personnel to foster top-quality service and minimize complaints.
- Kept register accurate through correct billing, payment processing and cash management practices.

The Pearl - Receptionist

Austin, TX • 03/2018 - 10/2018

- Updated customer accounts with add-on room charges, including minibar use and room service bills.
- Provided guests with above-and-beyond service, including making outside venue reservations and setting up tours.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.

Super Value Foods - Cashier

Houston, TX • 01/2016 - 07/2017

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Checked identification for proof-of-age and refusing

alcohol and tobacco sales to underage customers.

- Counted cash in register drawer at beginning and end of shift.
- Checked prices for customers and processed items sold by scanning barcodes.