

COLTEN UNGER

Chicago, IL
(615) 578-7997
coltenunger@gmail.com

Experienced in customer service, food service, and catering, with a focus on team collaboration and efficient service. Skilled at managing tasks in fast-paced environments, resolving guest concerns, and upselling menu items. Strong communication, attention to detail, and adaptability. Quick to learn and thrive in dynamic settings.

PROFESSIONAL EXPERIENCE

MOODY COLLEGE CATERING DEPARTMENT

Catering Server

Chicago, IL

May 2020 – Dec 2020

- Greeted guests and made sure they felt welcome, providing helpful and friendly service throughout events.
- Set up event spaces, arranged tables and food stations, to prepare for smooth service.
- Delivered food and drinks to guests quickly, maintaining quality and presentation.
- Restocked beverage stations and replenished buffet items as needed throughout events.
- Worked closely with kitchen and event teams to ensure everything ran smoothly and on time.
- Adapted to fast-paced environments, handling multiple tasks and staying organized.

UNCLE JULIO'S

Waiter

Brentwood, TN

Apr 2018 – Jan 2019

- Memorized and guided guests through the menu, provided upselling recommendations, and took accurate orders.
- Handled special requests and resolved guest issues to support a positive dining experience.
- Coordinated with kitchen and front-of-house teams to keep service smooth and efficient.
- Trained, managed, and guided 2 other waiters, improving overall performance, service quality, and productivity.

MERRIDEE'S BREADBASKET

Dishwasher, Waiter, Stocker, Cashier, Food Prep

Franklin, TN

Mar 2017 – May 2018

- Cleaned utensils, cookware, and dining ware. Kept prep, and dining areas clean and organized, following health and safety standards.
- Bused tables, reset dining areas, and handled trash removal to maintain a clean environment.
- Delivered food to tables and helped servers with guest requests to keep service running smoothly.
- Processed cash and digital transactions, packaged bakery and to-go items, and answered customer questions.
- Restocked display cases, monitored inventory, and upsold popular items.
- Prepped ingredients and assembled menu items for a 30-seat dining room with consistent portioning and presentation.
- Maintained an organized prep area and tracked inventory for kitchen efficiency.

EDUCATION

MOODY BIBLE COLLEGE

Communication & Intercultural Studies

Chicago, IL

COLUMBIA STATE COMMUNITY COLLEGE

Associates of Arts

Franklin, TN

ADDITIONAL SKILLS

- Fluent in English
- Strong Interpersonal and Communication Skills
- Conflict Resolution and Team Collaboration
- Multitasking and Time Management
- Attention to Detail
- Problem-Solving and Initiative
- Adaptability and Quick Learning
- Dependability and Excellent Work Ethic