

Daniel O'Neill

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Education: USC Viterbi School Of Engineering, May 2025

Restaurant & Customer Service Experience

Jacks n' Joe, Los Angeles, CA— Server & Busser

JUNE 2022 - MAY 2023

- Efficiently cleared and reset tables in a fast-paced breakfast diner, ensuring a clean and welcoming environment for guests.
- Provided exceptional customer service, taking orders accurately and promptly.

Girl & The Goat LA, Los Angeles, CA — Server

JULY 2021 - JANUARY 2022

- Excelled in customer service communicating the chef's different flavor profiles to the public.
- Monitored a section of tables and helped clear and course food in a smooth and timely manner.
- Trained new staff members in food running and bussing.

Freeplay DTLA, Los Angeles, CA — Server

JANUARY 2019 - MARCH 2020

- Mastered an extensive, ever-changing selection of craft beers, wines, and imported beverages, offered personalized recommendations and effectively promoted beverage choices to enhance guest satisfaction.
- Coordinated with kitchen staff and managed food resources in a 120+ seat restaurant and pub.

Hodgie's Ice Cream, Amesbury, MA — Server, Ice Cream Maker & Consultation Role

AUGUST 2015 - AUGUST 2020

- Excelled in customer service communicating with the public.
- Produced ice cream from scratch and implemented all recipes.
- Calculated bills manually and handled money.
- Collaborated with the owner to implement workflow strategies, gaining insights into restaurant mgmt, financial transactions, and quality control, while optimizing shift scheduling and streamlining order processing to reduce wait times.

Geos Roast Beef & Pizza, Amesbury, MA – Delivery Driver

DECEMBER 2019 - AUGUST 2020

- Delivered orders promptly and accurately while providing friendly service, handling payments, adhering to traffic and safety guidelines and addressing customer concerns to ensure satisfaction.

Five Guys Burgers and Fries, Seabrook NH – Versatile Team Member

NOVEMBER 2017 - APRIL 2018

- Delivered exceptional customer service while efficiently handling the register, grill, and fryers, contributing to a smooth and productive operation in a fast-paced environment.

Sylvan Street Grille, Salisbury MA – Food Runner

NOVEMBER 2016 - APRIL 2017

- Swiftly delivered food orders from the kitchen to guests, ensuring presentation standards, accommodating special requests, and contributing to a seamless dining experience.