

DIANA DAGHLAS

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SKILLS

HTML/CSS
POS Programming
JavaScript

Supervision
Node.js/Express.js
Adobe Creative Cloud

Wine Sales
Payroll
Server-Side API's

ACCOMPLISHMENTS

- Developed an innovative wine list that provided balance in both Old and New world, covering every major wine region
- Implemented sales achievement goals to increase employee motivation and performance
- Through re-training and re-education of restaurant staff, increased guest service satisfaction by 19%
- Recipient of a perfect score on a Marriott brand audit for 2013 and 2014
- Proficient in Adobe InDesign, Adobe Creative Cloud applications, Microsoft Office
- Three-time guest Sommelier on Fox News

PROFESSIONAL EXPERIENCE

SAVANT MIDTOWN, DETROIT, MI

09/2019- 03/2020

Beverage Director/Sommelier

- Responsible for curating innovative and seasonal wine/cocktail menu in line with concept of restaurant
- Responsible for programming of POS (Emagine)
- Scheduling and inputting of employees
- Responsible for input of paychecks and tips for both front and back of house employees
- Created training program for all employees on all food, wine, cocktail and beer items
- Liquor cost management and pricing/ P&L
- Food, wine and cocktail menu creation using Adobe Creative Cloud

VERTICAL, DETROIT, MI

09/2018 – 05/2019

Server/Sommelier

- Responsible for retaining knowledge of 80+ by the glass wine list as well as 1400+ by the bottle list
- Extensive food and cocktail menu retention required
- The highest level of table management and etiquette required when engaging with patrons of the restaurant

COMMON PUB, DETROIT, MI

10/2017 – 09/2019

Supervisor/Beverage Manager/Bartender

- Responsible for creating innovative cocktails that catered to both clientele and demographic in flavor profile as well as price
- Management of front of house as well as guest relations through the course of the shift
- Scheduling and inputting of employees
- Responsible for POS (Breadcrumb) programming
- Trained new employees on workings of POS and food, wine and cocktail menus

CARMELA FOODS, DETROIT, MI

03/2017 – 10/2017

Fine Wine Sales Professional

- Led business development and marketing efforts, which expanded the customer base and introduced wines into specialty markets
- Worked with restaurant buyers to set up wine dinners and tasting events to showcase products
- Conducted market research to identify new wine trends as well as emerging restaurants
- Trained new employees on software, business management/retention and new products
- Conducted restaurant staff trainings for new wine placements
- Created trade show materials, attended trade shows and promoted products

THE HENRY HOTEL: TRIA, AMERICAN BRASSERIE DEARBORN, MI

01/2012 – 03/2017

Food & Beverage Supervisor/ Sommelier

- Assisted in crafting a wine list that received The Wine Spectator Award of Excellence
- Crafted a 36 by the glass pour list with varietals from every major wine region of the world
- Responsible for curating an innovative seasonal craft cocktail program that focused on fresh ingredients made in house
- Worked closely with Executive Chef to pair wine with 6-10 course meals for VIP client events
- Responsible for the organization and execution of restaurant wine dinners
- Responsible for the programming of Micros POS systems

- Retained knowledge (varietal, vintage, region, sub-region, tasting notes, food pairing, etc.) of a 22 bottle reserve list and 185 bottle wine list
- Trained new employee's on menu and wine pairing knowledge in relation to the concepts of the restaurant

EDUCATION

Wayne State University, Detroit, Michigan

Bachelor of Arts; Major: English, 2011

The Court of Master Sommeliers

Level 2 Certified Sommelier Exam, 2019

Michigan State University, Lansing, Michigan

Full-Stack Web Development Certification, 2021