

Resume Example

PAT HENDRICKS

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SUMMARY:

Nimble and creative team player with 12+ years of experience in training, operations, and events. Proven track record of building and maintaining client relationships, delivering superior customer service, and motivating diverse teams. Excels in fast-paced environments. Seeking positions in human resources, bridging knowledge of entertainment and hospitality.

EDUCATION:

Columbia University, School of General Studies, New York, NY

Expected May 2025

Bachelor of Arts in Psychology

Relevant Coursework: Mind, Brain, & Behavior; Social & Organizational Psychology; Social Development

Community College of Atlanta, Atlanta, GA

2021–2022

Honors: Dean's List (four semesters), Phi Theta Kappa

RELEVANT EXPERIENCE:

Entertainer, Atlanta, GA | New York, NY

2015–Present

Singer/Songwriter/Multi-instrumentalist

- Liaise and negotiate with venue owners and booking agents to schedule approx. two events per month
- Collaborate on events with other musicians, from organization to execution; coordinate booking, transit, and equipment set-up and break-down; operate soundboard; provide musical accompaniment
- Market shows by creating flyers and social media posts; conduct outreach to local businesses for promotion
- Maintain a consistent rehearsal schedule, between six to ten hours per week
- Recorded two full-length EP's at Atlanta Studios

The Prime Rib of Atlanta, Atlanta, GA

2013–2022

Bartender and Server Captain

- Trained and mentored new hires in professionalism, guest relations, and point-of-sale system, in one-on-one and small group settings
- Managed staff of 12 servers, ensuring a consistent and superior customer service while remaining poised under pressure in a fast-paced, high-end setting
- Compiled and managed receipts and paperwork nightly, facilitating accurate financial record-keeping
- Established rapport with guests; provided tailored recommendations based on culinary knowledge
- Dedicated 40 hours per week while maintaining full-time enrollment and 3.8 GPA in college

ADDITIONAL EXPERIENCE:

Columbia Bartending Agency, New York, NY

2024–Present

Bartender

- Prepare and serve comprehensive beverage selection at 30 to 200+ person events, at private homes, event venues, hotels, and membership clubs
- Develop tailored beverage menus in collaboration with clients
- Track, organize, and maintain accurate inventory, reporting back to client
- Achieved outstanding reviews for excellent customer service and in-depth mixology knowledge

The Shipwreck Grille, Hoboken, NJ

2015–2016

Server

- Trained in and executed exemplary customer service within fine dining atmosphere
- Recognized for elevating overall service of staff and going above and beyond in role

ACTIVITIES:

GS Alliance, Member, Columbia University

2023–Present

SKILLS & INTERESTS:

Skills: Proficient in MS Office (Word, Excel), social media (Instagram, Facebook, YouTube, Twitter); intermediate Spanish

Interests: personality assessments, rock history, road-trip mixtapes, how-to recipe videos