**Name Redacted**

(931) 958-2421 | email redacted | Clarksville, TN

## SUMMARY

Hard-working and reliable service industry professional with over a decade of experience in fast-paced retail and restaurant environments. Skilled in providing excellent customer service, leading teams, and adapting to new challenges. Seeking to bring a strong work ethic, leadership skills, and a dedication to customer satisfaction to a new opportunity.

## WORK EXPERIENCE

**Shift Lead / Server** | Olive Garden | Clarksville, TN *Jun 2022 – Present*

* Promoted to a leadership role to oversee daily front-of-house operations and ensure a seamless guest experience.
* Train and mentor new servers, providing guidance on menu knowledge, service standards, and POS system operation.
* Address and resolve customer inquiries and complaints, empowering staff to handle issues effectively.
* Assist management with opening and closing procedures, including cash handling and end-of-shift reports.

**Delivery Driver** | DoorDash | Clarksville, TN *Mar 2022 – Jun 2022*

* Managed a flexible schedule to pick up and deliver food orders promptly across the Clarksville area.
* Utilized the DoorDash mobile app for order management, navigation, and communication with customers.
* Ensured order accuracy and provided friendly, professional service upon delivery to maintain high customer satisfaction ratings.

**Server** | Texas Roadhouse | Clarksville, TN *Feb 2020 – Mar 2022*

* Greeted and seated guests, took food and drink orders, and ensured a positive dining experience for all patrons.
* Managed multiple tables simultaneously, delivering orders accurately and efficiently in a high-volume setting.
* Handled cash and credit card transactions, accurately processing payments and making change.

**Server** | Olive Garden | Clarksville, TN *Jul 2018 – Dec 2019*

* Provided attentive and friendly service to guests, resulting in high levels of customer satisfaction and repeat business.
* Developed a comprehensive knowledge of the menu, including wine pairings and specials.
* Worked collaboratively with kitchen and bar staff to ensure timely and correct order preparation.

**Barista** | The Daily Grind | Clarksville, TN *Aug 2016 – Jun 2018*

* Prepared and served a variety of hot and cold beverages, including coffee, espresso drinks, and teas, to customer specifications.
* Operated espresso machines, grinders, and other coffee-making equipment.
* Maintained a clean and sanitized work area, including cleaning equipment, counters, and seating areas.

**Busser / Host** | The Pasta House | Nashville, TN *May 2014 – Jul 2016*

* Cleared, cleaned, and reset tables to ensure quick turnover for waiting guests.
* Assisted servers by refilling drinks and bringing out food orders.
* Greeted guests upon arrival, managed the waitlist, and escorted them to their tables.

## EDUCATION

**Associate of Arts, Liberal Arts** Nashville State Community College | Nashville, TN

**High School Diploma** John Overton High School | Nashville, TN