

Kendra Kwoka

936. 520. 3642
kendrakwoka@gmail.com

EXPERIENCE

Ludington Bay Brewing Co., Ludington, MI — Bartender

6 Months Experience

Responsible for ensuring customers have a positive and memorable experience: Greeting customers promptly and courteously; guiding customers to beers they enjoy; performing opening/closing duties which include setting up, restocking, and cleaning the tasting room; accurately performing money handling procedures; describing beers, beer brewing processes and techniques, the history of the brewery and general brewery information. Identified and resolved customer issues. Supervised/worked special events in rentable meeting room.

REI, Austin, Texas — Sales Lead

2.5 Years of Experience

Worked with management, Visual Lead, and Sales Leads to maintain workplace standards. Processed purchases and return transactions at the register. Collected payment for goods, made change, and distributed receipts. Performed unique transactions: special orders, class registration, special ticket sales, store mail-outs. Identified, researched, resolved customer issues.

Peached Tortilla, Austin, Texas — Asst. Operations Manager; Warehouse Manager

1.5 Years of Experience

Managed 50-500 customers while supervising a team of 20 people during high- and low-stress events. Assisted Operations Manager in all matters: scheduling issues, inventory management, team member issues/resolutions. By working concurrently as Shift Lead, Food Truck Manager, Warehouse Manager, and Assistant Operations Manager, my organizational skills, time management skills, and leadership skills significantly strengthened.

Austin Java (Barton Springs), Austin, Texas — Team Lead; Bartender/Server

3 Years of Experience

Supervised team of 5-15 individuals in a slow- to high-paced work environment. Assisted management to resolve customer issues, food and alcohol orders, and scheduling. Helped with management opening/closing duties in addition to floor staff and kitchen opening/closing duties. Supervised/worked special events in rentable meeting room.

SKILLS

PC: Word, PowerPoint
Mac: Pages, Keynote
Google Docs

EDUCATION

University of Texas - Austin

GPA: 3.74

Speech Language
Pathology

Aug. 2011- Dec. 2014
Graduated one semester early.

Trilogy Education Services / UT Austin Coding Bootcamp

Dec 2019-May 2020

Languages Learned:

HTML, CSS, JAVASCRIPT, JQUERY, BOOTSTRAP

LANGUAGES

English, Conversational
American Sign Language

