PROFESSIONAL SUMMARY

Professional with expertise in hospitality, food. Administrative professional with 5+ years driving client relations, team leadership, and high-volume appointment success.

Achieved 157% of weekly targets by managing 400+ daily interactions and executing strategic communication frameworks.

Expertly organized events for 30-60 attendees, coordinated multi-location schedules, and maintained secure client databases.

Led cross-functional teams of 25+, conducted comprehensive training programs, and streamlined operational workflows for efficiency.

Consistently delivered exceptional results in fast-paced environments by converting cold outreach into trusted, long-term client partnerships.

Server

Marcellos

Vancouver, BC

Feb 2025 - Present

Connected clients with investment team for in-home consultations

Created high-converting leads through targeted financial screening

Hit 11 weekly appointments against target of 7, leading team performance

Coordinated client meetings with investment consultants across multiple 7-day timeframes

Maintained top performance in fast-paced environment while managing high call volumes and databases

Qualified mortgage leads by discussing property values, remaining balances and refinancing goals, turning cold calls into consultations

Appointment Setter

Big Dog Marketing

Gold Coast, AUS

Jan 2024 - Jan 2025

Handled 300-400 outbound calls daily in 6-hour shifts

Managed sensitive client data following strict protection protocols

Connected clients with investment team for in-home consultations

Created high-converting leads through targeted financial screening

Hit 11 weekly appointments against target of 7, leading team performance

Coordinated client meetings with investment consultants across multiple 7-day timeframes

Maintained top performance in fast-paced environment while managing high call volumes and databases

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Events and RSVP Marketing Coordinator/Hybrid Remote

Renewal by Andersen

Delta, BC

Feb 2023 - Dec 2023

Coordinated diverse events at exhibitions, fairs, and home shows to drive engagement.

Managed RSVPs and guest lists with precision, adapting seamlessly to last-minute logistical changes.

Utilized advanced database tools to maintain accurate records and generate actionable, data-driven insights.

Compiled detailed post-event reports to analyze outcomes and refine marketing strategies for future initiative

Conducted weekly Microsoft Teams training on rebuttals, process refinement, and role clarity to optimize team performance.

Booked client consultations, ensuring seamless interactions and elevating satisfaction through personalized service excellence.

Initiated end-to-end hiring processes, interviewing candidates and onboarding talent to build a high-performing 25-member team

Publicly spoke to groups of up to 60 attendees at RSVP events, educating potential clients on Renewal by Andersen’s window and door products, answering questions, and building trust to drive conversions.

Bartender

The Dime on Granville

Vancouver, BC

May 2022 - Feb 2023

Executed end-of-day cashouts and closing procedures with meticulous attention to financial accuracy.

Adapted to high-pressure, noisy settings while upholding professionalism and poise during peak hours.

Resolved customer concerns independently with tact and discretion, fostering positive guest experiences.

Collaboratively delivered food and beverages in fast-paced, team-driven environments to ensure timely service.

Processed orders efficiently using Squirrel POS systems, maintaining accuracy for seamless transaction workflows.

Bartender

Terminal City Club

Vancouver, BC

Apr 2022 - Aug 2022

Delivering exceptional service to 1-15 tables with a high degree of professionalism.

Crafting cocktails and beverages with precision in an exclusive members-only establishment.

Managing the stocking and preparation of cocktail ingredients, including clarified whiskey, dehydrated fruit, and fresh syrups.

Responsible for the seamless opening and closing of the bar and lounge, ensuring a welcoming and well-prepared environment.

Bartender/Supervisor

Whistler Brewing Company

Whistler, BC

Mar 2021 - Apr 2022

Explanations of beer terminology such as ABV and IBU

Maintaining a well-stocked and organized retail area to enhance the overall guest experience.

Collaborating with a team or managing solo, efficiently serving a capacity of 84 seats in-house.

Conducting engaging beer tastings for customers, imparting knowledge about each beer, including detailed

Ensuring fast-paced and efficient service during live music nights, catering to the dynamic atmosphere and delivering an exceptional experience for guests.

Supervisor

Harbour House

Georgian Bay, ON

Jun 2020 - Oct 2020

Crafting personalized drinks for each customer while ensuring prompt table service.

Presenting and explaining daily specials, actively engaging with guests to provide menu education.

Taking charge of the opening and closing procedures of the restaurant to maintain smooth operations.

Assuming a supervisory role in the absence of managers, overseeing daily operations to uphold service standards.

Proficient in preparing and elegantly plating a variety of desserts and pies for guests at a bustling marina restaurant, enhancing the dining experience and satisfying sweet cravings with precision and creativity.

Managing takeout orders for boat dock and dash services in a bustling marina environment at Harbour House, seamlessly extending restaurant service to boats.

Bartender

The Green Room

Toronto, On

Nov 2019 - Apr 2020

Excelled in high-energy, night club-style bar service, delivering swift and dynamic customer experiences.

Maintained a pristine and organized bar to create a pleasant, efficient working environment for staff and patrons.

Managed a dedicated section of 30+ seats and a 10-seat bar rail, handling high-volume demands during peak hours.

Crafted cocktails, shooters, and poured beer for both direct customers and servers’ patrons with speed and precision.

Thrived in Toronto’s nightlife, adeptly managing operations and fostering lively atmospheres in high-traffic nightclub environments.

Diligently executed comprehensive closing duties to ensure the bar remained clean, stocked, and prepped for subsequent services.

Hosted events and birthday parties for 10-40 guests, coordinating logistics and delivering personalized service to ensure memorable experiences.

Team Leader/Cleaning Supervisor

Maid In Muskoka

Muskoka, ON

Sep 2019 - Mar 2020

Led high-end cleaning teams to deliver meticulous service for luxury Muskoka mansions and cottages as a trusted key holder.

Trained staff in premium cleaning standards, ensuring flawless execution in prestigious properties through hands-on leadership.

Conducted rigorous quality inspections to guarantee adherence to exacting client expectations for cleanliness and presentation.

Managed inventory of specialized cleaning supplies, sourcing premium products tailored to unique luxury property requirements.

Coordinated schedules, assignments, and multi-property logistics while adapting to dynamic client needs across upscale locations.

Maintained detailed records of client preferences, property specifications, and service histories to personalize repeat engagements.

Built lasting client relationships through proactive communication, professionalism, and consistently exceeding service expectations.

Banquet Server

Taboo Resort

Muskoka, ON

Mar 2018 - Oct 2019

Executed banquet service at a prestigious fine dining resort, exceeding guest expectations for high-profile events.

Served multi-course dishes with precision, adhering to fine dining standards and collaborating with culinary teams.

Arranged banquet spaces to detailed specifications, ensuring organization and aesthetic appeal for diverse events.

Delivered personalized, attentive guest experiences through polished service techniques, enhancing ambiance and satisfaction.

Strengthened client retention by resolving concerns discreetly, refining service workflows post-event, and maintaining luxury standards.

SKILLS

hospitality, food