Lillian Holmes

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EDUCATION

UNIVERSITY OF KENTUCKY
Online | 2018 - Present
Certificate, Digital Mapping & GIS

UNIVERSITY OF DENVER
Denver, CO | *2008-2012*
B.A. Biology, Minor in Physics

UNIVERSITY OF CAPE TOWN
Cape Town, South Africa | 2010
Study Abroad

SKILLS

Technical: SQL, QGIS, CartoDB, SpatialLite, PostGIS, HTML/CSS, Microsoft Suite, Social Media, Dropbox, Google Drive, Freshbooks, Task Management Software

Interpersonal: Communication, Leadership, Strategic Planning, Organization, Time Management, Self-Motivated, Resourceful, Personable and Positive Attitude

PROFESSIONAL

BAY STREET BIERGARTEN   *Charleston, SC | 2013-Present*
Bartender
- Dedicated 5 year employee with a deep understanding of the brand and reverence for my role as a local business representative
- Independently obtained first level of CICERONE certification
  - Mastery of beer from brewing process to service
  - Ability to teach and do trainings
  - Clearly communicate minutiae of style and flavor to trainees and customers
- Menu curation of craft cocktails
- Training for new employees in selling techniques
- Expert multitasking and task prioritization required for high volume
- Strategize and outline proposals to streamline and refine all bar-related processes to improve organization and efficiency

BEAM, INC.   *Breckenridge, CO | 2012-2013*
Brand Ambassador
- Maintained professional relationships with clients and brand representatives
- Tracked and documented event success with metrics; product distribution, customer satisfaction
- Expanded customer base through brand awareness

BEAVER RUN CONFERENCE CENTER   *Breckenridge, CO | 2012-2013*
Banquet Server
- Facilitated successful fine-dining events through proper set-up, guest interaction, organization, and break-down

YANCHITIS ENTERPRISES   *Ray Brook, NY | 2007-2012*
Manager / Server
- Managed financial and cash responsibilities for all servers and registers in a high volume setting
- Oversaw the retail department and motel operations by processing payments and handling customer inquiries

References available upon request