

## OBJECTIVE

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To become a part of the team where I can use my hospitality knowledge and experience to provide exceptional customer service.

## EDUCATION

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<b>Toronto Institute of Bartending</b> – Completed 'Bartending and Mixology' Program	<b>2011</b>
<b>Air Transat</b> – Certificate of Qualification – Flight Attendant Training Program	<b>2011</b>
<b>Ryerson University</b> – Business Management Certificate Program	<b>2008-2010</b>

## EXPERIENCE

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<b>Air Transat</b> <i>Flight Attendant</i>	<b>April 2011 – Present (Seasonal)</b>
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- Responsible for ensuring emergency equipment is in compliance with Transport Canada regulations and participating in the event of an emergency
- Ensuring the safety and comfort of all passengers throughout the flight
- Providing exceptional customer service in a collaborative team environment
- Preparing passengers and cabin for takeoff, landing and turbulence
- Preparing and serving food and beverages

<b>Mixer Inc.</b> <i>Special Events Bartender</i>	<b>Sept 2011 – Present</b>
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Clients: Diageo, Corby Canada

- Bartender for special events including product launches, retail sales programs, and private parties
- Promote client brands to generate public interest and increase retail sales
- Track special event results (customer feedback) and provide management with recommendations
- Ensure bars are clean and presentable

<b>BG&amp;E Productions</b> <i>Promotional Manager and Brand Representative</i>	<b>Aug 2007 – Dec 2011</b>
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Clients: Cotts Beverages, TIFF

- Demonstrated strong organizational and time-management skills by successfully splitting my time between two challenging work assignments with demanding and overlapping deadlines
- Executed on-premise promotions and launches for various product samplings, trade shows, national programs, and corporate events in order to generate brand knowledge, awareness and sales
- Prospected and obtained corporate accounts and trained new brand representatives
- Managed the sponsorship process and on-site operations

<b>Rogers Centre</b> <i>Bartender / Beer Server</i>	<b>Mar 2007 – Oct 2009</b>
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- Provided alcoholic beverage service to Rogers Centre patrons while in compliance with SmartServe
- Demonstrated exceptional customer service skills in a fast paced environment to numerous fans during sporting events and concerts
- Tracked incoming/outgoing inventory and balanced cash with sales
- Well-informed of all safety measures in case of an emergency

## REFERENCES

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Available upon request