

# MICHELLE PUPUHI

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## SUMMARY

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Reliable, hard-working, task-oriented employee. A people person, team player, and quick learner. Able to effectively multi-task, stay composed under pressure, and take constructive criticism positively and apply it in order to form solutions.

## EXPERIENCE

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- 07/2016 – Current    **Hostess (maitre'd), *Mama's Fish House***
- Greet and seat guests
  - Set up tables according to party size
  - Ensure guest satisfaction
  - Lead host team
  - Assist with merchandise purchases
  - Answer phone calls and inquiries, make reservations
- 11/2015 – 07/2016    **Administrative Assistant, *IBS School of Cosmetology and Massage***
- Assist director with various tasks
  - Answer all phone calls and inquiries, make reservations
  - Check clients in/out, take payment
  - Enroll new students / take tuition payments
  - Update student ledgers
- 04/2013-03/2014    **Rental Sales Agent | *Alamo Rent A Car***
- Opened new contracts for rental cars
  - Sold insurance and gas as additional services on vehicles, made top seller for three consecutive months.
  - Made reservations
  - Closed contracts upon return and took payment.
  - Made daily reports in Excel to verify car count, and shuttle pick-ups/drop offs.
- 12/2011 – 07/2012    **Assistant Front of House Manager / Lead Server, *Porto, Pacific Whale Foundation***
- Took food and drink orders
  - Cleaning of entire restaurant
  - Made Front of House Schedule
  - Processed credit card payouts at end of shift
  - Contacted vendors to place inventory orders
  - Closed till and made cash drops at end of shift

## EDUCATION

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- 12/2019    Associate of Arts (Liberal Arts), *University of Hawaii Maui College*
- 12/2015    Associate of Applied Science (Business Careers), *University of Hawaii Maui College*
- 05/2015    Certificate of Completion Entrepreneurship/Marketing, *University of Hawaii Maui College*
- 05/2014    Certificate of Completion (Supervision), *University of Hawaii Maui College*

05/2013

Certificate of Completion (Nurse Aide), *University of Hawaii Maui College*