

TAI ORTIZ

Bartender

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☎ (123) 456-7890

📍 Seattle, WA

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Arts
Communication

University of Kentucky

📅 2011 - 2015

📍 Lexington, KY

SKILLS

- Customer Service
- Accountable
- Time Management
- Organized
- Budgeting
- Leadership
- Results-oriented

CAREER OBJECTIVE

Energetic people person with 5+ years of experience creating customers' favorite concoctions and memorable experiences. Joining Eureka! is the next step in my customer-oriented career as I seek to share in the values of energy, discovery, and community where guests and staff become family.

WORK EXPERIENCE

Bartender

Ronio's Bar

📅 2017 - current 📍 Seattle, WA

- Exceeded sales targets by 9%, leveraging a vast knowledge of drink options coupled with a personable approach
- Built rapport with guests, offered tastings, and delivered drinks quickly, selling 17% more than other bartenders
- Ensured that all guests felt welcome and were given responsive, professional, and gracious service at all times
- Cleaned and organized the bar area in keeping with the restaurant's philosophy, culture, and standards of excellence

Sales Associate

Lifty's Boutique

📅 2016 - 2017 📍 San Fransico, CA

- Promoted the loyalty program to customers, adding about 20 customers per week to the store email campaign
- Trained 3 associates on best practices to up-sell merchandise and reduce returns and exchanges
- Provided prompt, accurate, and exceptional service while ensuring that customers did not have to wait for checkout
- Managed a 4% return rate, 14% below target estimates, by staying on top of product knowledge and assisting customers with a positive attitude and can-do attitude

Server

Supine Fine Dining

📅 2015 - 2016 📍 New York, NY

- Created a welcoming and positive environment for diners and guests, receiving Employee of the Year in 2016
- Coached junior servers in hospitality, increasing sales by 16%
- Distributed tips to staff, and oversaw closing processes
- Exceeded sales targets by 7% by up-selling appetizers and drinks based on specific tastes and interests of diners