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| Rami Shoula  Bartender | |
| |  |  | | --- | --- | |  | Profile Experienced Bartender with extraordinary customer service skills and a motivated attitude. Knowledgeable about drink combinations and committed to serving with a smile. Adept at maintaining a clean and organized bar area, and dedicated to providing customers with a warm and welcoming environment. |  |  |  | | --- | --- | |  | Employment HistoryBartender at The West End , New York March 2013 — September 2019   * Greeted guests with a friendly and helpful attitude at all times. * Provided guests with drink suggestions and knowledge. * Became well acquainted with countless drink recipes and mixing techniques. * Maintained a clean and orderly bar. * Handled difficult and inappropriate customers with grace and professionalism. * Worked well with other bar and restaurant staff.  Bartender at Medicci's, New York July 2011 — April 2013   * Served as a hospitable and fast-working bartender in one of the city's most high-end restaurants. * Provided bar patrons with optimal customer service. * Carried on friendly conversations with patrons and answered any questions or concerns to the best of my ability. * Worked in a collaborative manner with other restaurant employees to ensure outstanding customer experiences.  Server and Bar Back at The White Cat, New York August 2009 — June 2011   * Waited on tables, taking food and drink orders in this high traffic pub. * Memorized orders and aimed to provide fast and quality service to all visitors. * Acted as a support to the bartender by creating drinks, and helping to maintain and stock the bar when necessary. |  |  |  | | --- | --- | |  | EducationAssociate of Culinary Arts, Hunter College, New York January 2010 — May 2012 High School Diploma, Cathedral High School, New York September 2005 — June 2009 |  |  |  | | --- | --- | |  | ReferencesGina Figueroa from The White Cat [Ginafigueroa@gmail.com](mailto:Ginafigueroa@gmail.com) · 212-338-2988 Daniel Smith from Medicci's [smith.daniel@yahoo.com](mailto:smith.daniel@yahoo.com) · 212-764-4832 Rachel Cantessa from The West End [cantessa@westendnyc.org](mailto:cantessa@westendnyc.org) · 212-382-4537 | | DetailsSkills  |  |  | | --- | --- | | Excellent Customer Service Skills | | |  |  |  |  |  | | --- | --- | | Advanced Communication Skills | | |  |  |  |  |  | | --- | --- | | Strong Memory Skills | | |  |  |  |  |  | | --- | --- | | Knowledge of Flavor Combinations | | |  |  |  |  |  | | --- | --- | | Bar Terminology | | |  |  |  |  |  | | --- | --- | | Motivated Attitude | | |  |  | |