**Ernesto Ivan Hidalgo Hernandez**

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**EDUCATION**

Industrial Technologies and Services Studies Center Mexico City, Mexico

August 1999 - September 2003 ***Computer science***

**HONORS AND AWARDS**

* Employee of the year, Maggiano's Little Italy Restaurant, 2012
* Employee of the month, Maggiano's Little Italy, 2014

**SKILLS**

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| --- | --- | --- | --- |
| Strong Memory | Flexibility | Cash Management | Organization |
| Communication | Teamwork | Basics of programming | Proficient in Microsoft Office |
| Mixology | Friendliness | Adobe Photoshop | General computer knowledge |

**LANGUAGES**

English (Fluent) Spanish (Native speaker)

**PROFESSIONAL EXPERIENCE**

**North Carolina Blumenthal Performing Arts Cente**r Charlotte, NC

March 2021 – May 2023 ***Bartender***

* Setting up the bar with necessary products and equipment.
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* Verifying age requirements.
* Recommending alcohol pairing and tastes, preparing make traditional and classy drinks.
* Collecting money for drinks served.
* Cleaning and replenishing bar and working areas.

**Smiley Construction** Charlotte, NC

October 2021 – December 2021 ***Construction Team Leader***

* Planning workloads and rotas.
* Delegating work to team members.
* Working to budgets and managing team finances efficiently.
* General construction.
* Remodeling houses and retail stores.
* Maintained a clean and organized work environment.

**Diamonds Night Club** Charlotte, NC

March 2021 - October 2021 ***Manager***

* Recruiting, training, and scheduling staff.
* Ensuring all health and safety standards are met.
* Supervising cash flow and handling bank-related duties.

**P&J Construction** Charlotte, NC

January 2021 - September 2021 ***Assistant construction manager***

* Achieving time and budget goals for each building project.
* Purchased needed materials while following specific budgets for all jobs.
* Supervised and managed job sites for specific projects.
* Completed various projects including painting, drywall, flooring and electrical work.
* Maintained a clean and organized work environment.
* Work with various subcontractors on remodeling and landscaping projects for residential homes.
* Planned, managed, scheduled, estimated and completed special construction projects.

**Tupelo Honey Café** Charlotte, NC

April 2017 - January 2021 ***Server***

* Ensured the guest dining experience, as a whole, is enjoyable, well-timed, and pleasant.
* Provided a professional and inviting attitude when interacting with guest and employees.
* Helped the guest select menu items by thoroughly going over the food and bar menus; recommending cocktails, suggesting courses, explaining chef’s features, and identifying wines in accordance with Tupelo Honey Cafe’s food and beverage training.
* Thoroughly answered all food and beverage preparation questions.
* Collaborated with managers making them aware of any special accommodations, such as specific food allergies prior to reporting it to the kitchen.
* Maintained the cleanliness of tables and dining area around guest and completed opening, running and closing side work related to job-duties.

**Ilios Noche Restaurant** Charlotte, NC

October 2016 - December 2017 ***Server***

* Orchestrated seamless and enjoyable guest dining experiences, focusing on overall satisfaction through impeccable timing and a welcoming atmosphere.
* Interacted with guests and fellow team members with a polished and friendly demeanor, ensuring a professional and inviting ambiance at all times.
* Demonstrated expertise in menu offerings, conducting in-depth discussions about the food and bar menus, skillfully suggesting cocktails, recommending courses, detailing chef's specials, and providing insights into wine selections as outlined in Perry's food and beverage training.
* Thoroughly addressed inquiries regarding food and beverage preparations, displaying an in-depth understanding of the menu offerings and their intricate details.
* Collaborated with kitchen staff by promptly communicating special guest requirements, including specific food allergies, ensuring seamless accommodation and a safe dining experience.
* Upheld the highest standards of hygiene and cleanliness for tables and the dining area, consistently maintaining an appealing and spotless environment for guests.
* Completed various opening, running, and closing tasks related to the position, ensuring efficient operations and contributing to the smooth functioning of the establishment.

***Maggiano's Little Italy*** Charlotte, NC

February 2007 - March 2017 ***Banquet Operation manager/Captain/Bartender***

* Greeted and communicated with the hosts and their guests to provide exceptional service during events.
* Handled payments and bill preparation for guest; as a bartender – upsold alcohol, handled cash and credit cards payments in fast paced environment.
* Supervised a team of banquet servers.
* Communicated with kitchen stuff about food timing; expedited the food, helped with food preparation, when it was necessary.
* Trained new team members, created training plan that significantly improved training process.
* Set up necessary equipment for the events (LCD projectors, microphones, speakers, TV, DVD).

**HOBBIES & OTHER INTERESTS**

* Cooking: enjoy exploring different cultures through the authentic cuisine
* Sports: climbing, boxing, mountain and road bicycle