

# Samantha Savoy

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## EXPERIENCE

### Casa Borrega, New Orleans — *Lead Bartender*

MARCH 2017 - MAY 2021

- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Maintained secure cash drawers, promptly resolving discrepancies for accuracy.
- Applied excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors.
- Provided efficient and friendly customer service in a fast-paced restaurant environment.
- Helped increase daily lunch sales from \$200 to \$1000+ by building rapport with customers, thereby creating many regulars.
- Trained and supervised over 40 restaurant staff. Thrive under pressure and multitask with ease. Team player who is very comfortable working with difficult people and situations.

### Self, New Orleans — *Tutor*

AUGUST 2015 - APRIL 2017

- Planned lessons for allotted time to strengthen weak subjects and build skills.
- Collaborated with students to complete homework assignments, identify lagging skills and correct weaknesses.
- Drilled students on subject matter and used flashcards and writing techniques to improve recall.
- Motivated students towards learning and studying to build self-confidence and reduce fear of failure.
- Taught and assisted students in such areas as Math and Science, creating tailored lesson plans and study guides on subject matter.

### Mopho, New Orleans — *Host*

MARCH 2016 - NOVEMBER 2016

- Monitored front entrance for new guests while assisting servers by taking and delivering drink orders.
- Cultivated positive guest relations by managing information and orchestrating speedy seating. Documented reservations and communicated changes to guests using OpenTable.

## HARD SKILLS

- ☐ C++
- ☐ Java
- ☐ SQL
- ☐ MySQL
- ☐ Linux
- ☐ ITIL
- ☐ Agile
- ☐ HTML
- ☐ CSS
- ☐ Data Structures and Algorithms
- ☐ Adobe Creative Suite
- ☐ Microsoft Office

## SOFT SKILLS

- ☐ Effective Communication
- ☐ Conflict Resolution
- ☐ Complex Problem Solving
- ☐ Attention to Detail
- ☐ Time Management
- ☐ Critical Thinking
- ☐ Multitasking Resilience
- ☐ Self-motivated
- ☐ Emotional Intelligence

- Assisted managers with quickly resolving service and food related issues.
- Supported servers, food runners and bussers with keeping the dining area ready for every guest. Watched dining area staff to evaluate server loads and calculate accurate wait times.

### **Reginelli's Pizzeria, New Orleans — Server**

AUGUST 2012 - MARCH 2016

- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers. Arranged tables for customers, following established preparation procedures to provide guests with excellent experiences and foster repeat business.
- Worked with POS system to place orders, manage bills and handle complimentary items for dissatisfied customers.
- Created orders, documented special requests and followed up with kitchen personnel to foster top-quality service and minimize complaints. Greeted and maintained relationships with regular customers.
- Maintained thorough menu knowledge to sufficiently answer questions regarding menu item sourcing, ingredients and cooking methods.

## **EDUCATION**

### **Western Governors University, Salt Lake City ,Utah — Pursuing a Bachelor's of Science: Computer Science**

AUGUST 2020 - CURRENT

Coursework in C++, Data Structures and Algorithms, IT support, Discrete Mathematics

### **University of New Orleans, New Orleans, LA — Mechanical Engineering**

AUGUST 2014 - MAY 2018

Coursework in Geoscience, Electrical Engineering and Mechanical Engineering.

### **Louisiana State University, Baton Rouge, LA — Petroleum Engineering**

AUGUST 2013 - MAY 2014

Coursework in Geoscience and Petroleum Engineering and Mechanical Engineering.