

TYLER LINCH

tjlinch@gmail.com | (720) 202-0206

PROFESSIONAL SUMMARY

Personable and energetic customer service professional with over seven years of experience in a service role and a proven track record of high performance and adaptability in fast-paced environments. Consistently demonstrates a dedication to crafting meaningful customer experiences, developing impactful peer relationships, and exceeding role expectations.

EXPERIENCE

Cocktail, Server, and Support Staff

RIO GRANDE MEXICAN RESTAURANT | MAR 2016 – MAY 2022

Craft an enjoyable customer experience by making insightful and individualized customer recommendations and efficiently addressing customer questions or concerns.

Train incoming staff, including servers, hosts, food-runners, and bussers.

Proactively review changes to the menu, anticipating ingredient and cooking process implications for customer dietary preferences and restrictions.

Efficient use of reservation and point-of-sale systems, ensuring a smooth and positive customer experience from the time of arrival.

Model ownership mentality; demonstrate willingness to complete cleaning and organizational tasks necessary for the restaurant's success.

Pizza Delivery Expert

DOMINO'S PIZZA, LAWRENCE KS | JAN 2018 – AUG 2018

Displayed effective verbal and written communication skills, high attention to detail, and reliability as an employee.

Guest Services

NORTHRIDGE RECREATION CENTER | AUG 2014 – APR 2016

Demonstrated exceptional customer service skills, crafting a positive experience for all members and guests as their primary point of contact. Provided support in person and over the phone, efficiently addressing member questions and solving problems.

REFERENCES

Matt Ciani | (512) 431-8377
GENERAL MANAGER, RIO GRANDE

Christopher Bolling | (719) 440-2911
MANAGER, RIO GRANDE

Cady George | (303) 579-7734
FORMER ASSISTANT GENERAL MANAGER, RIO GRANDE

SKILLS & AREAS OF EXPERTISE

Exceptional, personalized customer service

Attention to detail

Multitasking and task prioritization

Customer de-escalation and dispute resolution

Teamwork and collaboration

Polished interpersonal communication

Demonstrated adaptability and efficient adoption of new skills

EDUCATION

University of Colorado Denver

Completed 18 credits towards
Bachelor of Science, Sports Business
DENVER, CO | 2018 – 2020

University of Kansas

Completed 66 credits towards
Bachelor of Science, Marketing & Sport
Management
LAWRENCE, KS | 2016 – 2018

Rock Canyon High School

HIGHLANDS RANCH, CO
GRADUATING CLASS OF 2016