

William Gjedsted

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Design oriented professional, with a background in customer service. Highly proficient in problem resolution, task management, and customer retention. I'm seeking to contribute my web development or service skills with a growing company.

Education & Technical Proficiencies

Bachelor of Arts in Humanities & Cultural Studies (2016)

Double Minor: Ecology and Environmental Studies, Communications

Dominican University of California, San Rafael, CA

Professional Experience

B Star, San Francisco, CA

Server

October 2020 – Present

- Responded to inquires in person and over the telephone in a timely and courteous manner
- Independently handled opening and closing front of house duties
- Confirmed that all dietary restrictions of guests were adhered to and guided customers to specific menu items that met their needs

Barzotto, San Francisco, CA

August 2019 – March 2020

Server

- Moderated waitlist and phone calls during peak service hours
- Maintained a comprehensive knowledge of rotating menu items as well as specific ingredients
- Ensured optimal guest experience by seating guests, serving dishes, and removing dinnerware promptly and with a positive attitude

Streamline Café, San Francisco, CA

March 2018 – March 2019

Line Cook

- Handled food and product orders. Verified all shipments received, were on par with invoices
- Produced high-quality brunch plates with proper presentation in accordance with head chef
- Provide guidance to junior level kitchen staff members, including cooking, food prep, and dish plating
- Performed general and specific cleaning tasks to comply with health and safety standards

Gus's Community Market, San Francisco, CA

September 2016 – November 2017

Grocery Clerk

Communication Skills:

- Regularly presented in front of groups of up to 30 – 40 people
- Handled filming and editing for Dominican Athletics
- Hosted weekly radio show on radio.dominican.edu for over two years

Administrative Skills:

- Collected and analyzed data for Dominican Department of Natural Sciences
- Strong proficiency in HTML, CSS, and JavaScript
- Created multiple relational databases, using MySQL and PostgreSQL