

ZHANE ZABALA

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EDUCATION

2020-2021 UW Bootcamp
2016-2018 • Shoreline Community College
2015 • Nathan Hale High School GED

OBJECTIVE

Seek a position as a team player within a people oriented organization where I utilize and enhance customer service, leadership and positive interaction experience. I've also added knowledge on front and back end development.

EXPERIENCE

2020-2021

Full-stack Developer

- I've learned HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL, Git

2015-present

Din Tai Fung Server

- Working fast pace attending to people's needs and prioritizing
- Regularly communicating with management regarding any customer concerns or innovative ideas to better customer experience/satisfaction and overall restaurant efficiency
- Multitasking with helping other employees, running food and taking guest to their tables
- Achieved the highest sales records during weekly sales competitions against other Din Tai Fung locations
- Motivating employees to strive for the better in these conditions under COVID-19
- Monitored food quality standards to the highest level
- Trained new employees on menu, ingredients and distinguish what dishes are which before delivering to tables
- Lead the team to stay on task and showed leadership at all times
- Taught to pay attention to detail; errors in food quality

2017-2019

Cake and Lace

Assistant Wedding Planner

- Coordinated with vendors, clients, and venue staff; communicating the agenda and itineraries for the event to meet strict timelines.
- Worked closely with the brides and grooms to make their dream wedding into a reality within details
- Helped resolved any kind of issues and took incentive on fixing it myself
- Maintained vendors relations and served them as a point in contact for all selected vendors for each event

Jan. 2017-
March 2017

American Eagle

Retail Seasonal

- Assisted customers in finding items, providing recommendations and transactions
- Took inventory
- Quickly learned and retained knowledge of current sales, sales promotions, payment and exchanges policies
- Finished task in a timely mannered
- Maintained store to look presentable and accurate to maximize purchases

SKILLS

Organizational skills

Strong at multitasking

Attention to detail

Leadership

Communication

Work fast pace

Customer service

Fast learner