

# SHANNON WESTBERG

1622 Harrison Street #305, Oakland, Ca 94612 | smwestberg@gmail.com (925) 895-8167

## \* Seasoned Bartender/Service Industry Professional \*

I provide exceptional customer service with warmth, fun, attentiveness, and intentional organization. I have 12 years experience in the front and back of the houses, and 8 years bartending experience. I am adaptable, great to be around, reliable, and have a "Do What Needs to Be Done" mentality. I thrive in a team environment and would be delighted to contribute my skills and qualities to Acrobat's clients. I am interested in a long-term partnership in which we explore, discover, and pursue the possibilities of growth, abundance, and success!

## PROFESSIONAL EXPERIENCE

### Customer Service Entrepreneur

2004 – 2012

Bartender | Lake Chalet Seafood Bar and Grill

- **Work Environment** ▶ Lunch/Dinner Service, Events, Banquets, Weddings, Business Meetings
- **Primary Duties** ▶ Beverage and Food Service, Ensuring a Wonderful Guest Experience
- **Primary Skills Used** ▶ Communication & Listening, Smile, Attitude, Fun, Anticipating Guest Needs
- **Additional Skills** ▶ Multi-Tasking and Prioritizing, Acknowledging Guests, Thanking Guests

Bartender, Owner | Bay Area Crown Billiards – Neighborhood Bar & Pool Hall

- **Work Environment** ▶ Upscale Pool Hall and Bar, Regulars and Leagues, Corporate/Private Events
- **Primary Duties** ▶ Management, Bartending, Creating Family and Community
- **Primary Skills Used** ▶ Communication & Listening, Warmth, Creativity, Leadership
- **Additional Skills** ▶ Promotion/Sales of Events & Brand, Inventory, Computer/Microsoft Office

VIP Server, Bartender | Aramark @ Shoreline Amphitheater

- **Work Environment** ▶ Music Amphitheater, VIP Boxes, Backstage
- **Primary Duties** ▶ Take care of the VIPs, Serving Food, Drinks, and whatever else is needed
- **Primary Skills Used** ▶ Communication & General Awesomeness, Resourcefulness
- **Additional Skills** ▶ Teamwork, Problem Solving

Food Preparation, Service | Various Catered Events/Gigs

- **Work Environment** ▶ Business Meetings, Parties, Team Building Events, Weddings
- **Primary Duties** ▶ Establish client needs/desires & plan accordingly, Food & Beverage Prep/Service
- **Primary Skills Used** ▶ Communication & Listening, Cooking, Making Cocktails, Quickness
- **Additional Skills** ▶ Relationship building, Think on my feet

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### EDUCATION

#### ***Bachelor of Arts, Communication***

San Francisco State University, 3.65 GPA  
Completed 2003

#### ***Landmark Education Curriculum for Living***

Completed 2012

### REFERENCES

Michael Hutchings – Pican Restaurant  
(510) 710-9698

Relationship: Michael was a manager at Lake Chalet Seafood Bar and Grill

Russ Bettencourt – Bay Area Crown Billiards Owner  
(925) 413-8387

Relationship: Russ is my ex-husband and owner of Bay Area Crown Billiards.

Ed Basaldua - ParkOne Properties Owner  
(925) 899-9405

Relationship: Ed was my real estate broker and mentor.

Shana Simondi – Genentech  
(530) 383-1409

Relationship: My supervisor when we worked together in college. Shana is a great friend.

Rachael Lee – Registered Nurse  
(209) 985-2702

Relationship: Rachael has been one of my best friends since 9<sup>th</sup> grade.