



server

4/18 ~ Wed 11:00

Tamara Macfarlane &lt;tamara@acrobatoutsourcing.com&gt;

## Fwd: BANQUET SERVERS, COOKS, DISHWASHERS and CASHIERS NEEDED (Los Angeles Area)

1 message

Bonnie Shane &lt;bonnie@acrobatoutsourcing.com&gt;

Mon, Apr 15, 2013 at 1:48 PM

To: Tamara Macfarlane &lt;tamara@acrobatoutsourcing.com&gt;

----- Forwarded message -----

From: **Kate Zimmerman** <7d75051933e43d27930699442cad6c18@reply.craigslist.org>

Date: Fri, Apr 12, 2013 at 5:31 PM

Subject: BANQUET SERVERS, COOKS, DISHWASHERS and CASHIERS NEEDED (Los Angeles Area)

To: [cxntz-3739981111@job.craigslist.org](mailto:cxntz-3739981111@job.craigslist.org)

In response to Ad for Banquet Servers:

<http://losangeles.craigslist.org/lac/fbh/3739981111.html>

Dear Acrobat Outsourcing,

I am new to the LA area with reliable transportation, a strong work ethic, and a very flexible schedule. I am an experienced server who is highly adaptable and comfortable in a variety of industries. Feel free to contact me with any questions, I look forward to working with you!

Kate

[\(301\) 602-0369](tel:(301)602-0369)

### Kate Zimmerman

167 S. Normandie Ave Apt#303

Los Angeles, CA 90004

[K3Zimmerman@gmail.com](mailto:K3Zimmerman@gmail.com)[\(301\) 602-0369](tel:(301)602-0369)

#### Education:

University of Maryland, Bachelor of Arts, Psychology &amp; Human Development, May 2012

#### Work Experience:

##### International City/County Management Association

11/26/2012-03/15/2013

##### Member and Customer Support Specialist

- Answered member and customer inquiries thoroughly, by researching, locating, and providing accurate information via various communications platforms
- Performed front desk management and improved daily operations through new organizational tactics
- Promoted additional services by recognizing opportunities to up-sell and explain new features, products, and web-conferences
- Wrote documentation, information and FAQ's for online and in print
- Assisted customers in any way possible to make ICMA processes, procedures, and resources clear and

easy to use and under \$100

**Ninotch: an Urban Retreat****12/2011-11/25/2012****Receptionist/Assistant**

- Marketed new products that increased overall sales
- Fulfilled appointment requests that maximized customer satisfaction and minimized labor costs
- Managed accounts receivables and ensured clients' payments were up to date
- Adjusted staff schedule as needed to ensure full coverage for clientele
- Addressed customer satisfaction by following up on new services and addressing complaints to ensure return customers
- Supported social media

**American Tap Room****Server****6/2011- 12/2011**

- Polished fine dining experience

**University of Maryland Undergraduate Psychology****2/2010-5/2011****Research Assistant**

- Implemented and managed psychology studies with student participants and trained new research assistants on proper experiment techniques
- Recorded, aggregated, and interpreted data.
- Translated verbal responses and assigned values to categorical data

**International City/County Management Association****Intern****4/2011-8/2011**

- Jumpstarted 'green' initiative by converting membership files into digital format

**Le Pain Quotidien****Server****6/2010- 6//2011**

- Received 100% on "Secret Shopper" evaluation
- Frequent top seller

**Secrets of Fashion****Executive Assistant, Fashion Consultant****5/2007-****8/2008****3/2010-****8/2010**

- Promoted from fashion intern, to executive assistant
- Worked one on one with clients and sold an average of \$5,000 daily
- Learned basic financial operations such as tax calculations, and calculated gross profit

Original craigslist post:

<http://losangeles.craigslist.org/lac/fbh/3739981111.html>

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<http://craigslist.org/about/help/email-relay>

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<http://craigslist.org/mf/bfcf8847d722bd06ef3342669fdb2541d038512a.1>