

Donna E. Young

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OBJECTIVE

Personal/Administrative Assistant

SUMMARY OF QUALIFICATIONS

- 20 years experience in hospitality, events, and catering.
- Highly organized with polished customer service skills.
- Ability to analyze and prioritize while coordinating and completing multiple projects.
- Careful eye on big and small picture ensures optimum client and employer satisfaction.

WORK HISTORY and PROFESSIONAL EXPERIENCE

HOTEL CATERING and SALES MANAGEMENT – Embassy Suites/Wyndham Garden/Four Points Sheraton

- Upon promotion to **Catering Sales Manager**, oversaw all sales and event planning operations during transition period of hotel ownership and beyond. Duties included but not limited to:
 - negotiated terms with clients for food, beverage and lodging selections, planned menus, designed banquet room set ups, attended to table and room décor, took charge of detailed event development to ensure customer satisfaction;
 - commended by employer for successful up-selling and optimum profits while retaining current accounts and prospecting and closing new contracts; recognized for meeting and exceeding sales goals while adhering to department budget.
- As **Sales and Catering Coordinator**, performed wide range of administrative and sales duties in a hospitality setting:
 - acted as liaison between clients, vendors and hotel managers, preparing contracts, ordering supplies and equipment, handling all incoming and follow up calls;
 - provided administrative support to restaurant and catering sales teams; assisted in strategic planning, resource allocation and in-house employee training;
 - performed a variety of back and front office duties in Microsoft Word: data entry, word processing, internet navigation, and emails.

ADDITIONAL EXPERIENCE

- As **Accounting Clerk**, issued checks, handled ledger accounts and accounts payable.
- As **Personal Shopper**, fulfilled and delivered high-end grocery orders.
- As **Caterer's Assistant**, perform large to small event set up, serving, and break down duties:
 - dining room layouts, decorate tables and rooms, make and display flower arrangements;
 - prepare buffet tables, serve from line and to tables, pour wine, beer and other beverages.

WORK HISTORY

2010-Present	Server/Prep Cook/Driver	Alta Cuisine/Lavier Cuisine & Private Clients - Marin	
2009 - 2010	In Home Health Care Provider	Hired Hands	San Rafael
2009 - 2010	Janitor	Centurion Medical Products	San Rafael
2005 - 2007	Caterer / Server	Sage Catering / Creative Catering	San Rafael
2004	Personal Shopper	Shop Hoppers	San Rafael
2002	(volunteer)	North Beach Homeless Program / Marin Abused Women's Services	
2000 - 2002	Catering Sales Manager	Four Points Sheraton	San Rafael
1994 - 2000	Sales Coordinator	Wyndham Garden Hotel	San Rafael
1990 - 1993	Catering Coordinator	Rings Restaurant/Catering(Embassy Suites Hotel)	San Rafael
1986-1990	Accounting Clerk	PSI World Seminars, Inc.	San Rafael

EDUCATION

San Francisco State Extension **Event and Meeting Planning Certificate Program 2004**
San Francisco State University (two years of) **Business Administration Studies**