

Summary of Qualifications

- Over 5 years of quality experience working in the food service industry
- Trilingual in English, Spanish, and American Sign Language
- Knowledgeable of both front of house and back of house operations
- Excellent customer service skills working with the general public
- Recognized by past supervisors for being a quick learner who is hard working and has excellent attendance
- Ability to safely lift upwards of 50 pounds
- Proficient in using MS Word; Familiarity with the internet and email; Types 17 wpm

Professional Experience

Volunteer Warehouse Worker

2012 – 2013

The Salvation Army

- Loaded and unloaded trucks of donated and purchased clothing, food, furniture, office and cleaning supplies
- Sorted and stocked merchandise for a large non-profit organization with administrative offices and stores
- Prepared incoming goods for distribution amongst various sites; Labeled pallets
- Created price tags for clothing and jewelry, and tagged each product with efficiency
- Fulfilled orders placed by the facilities; Inventoried orders and prepared large orders with plastic wrap
- Maintained a clean and safe warehouse environment; Basic janitorial duties

Server

2011

Islands

- Greeted as they arrived to the restaurant, and seated them in the dining area
- Took food and beverage/cocktail orders for guests
- Collaborated with the Chef and prep cooks to ensure orders were made correctly
- Served guest orders in a timely manner as they were prepared
- Operated a POS cash register and handled all financial transactions with guests
- Provided excellent customer service and made guests feel welcome

Server / Cashier

2007

Mecca Delicatessen

- Took guest orders and performed cashier duties for a fast-paced German deli
- Operated a deli slicer to prepare orders of meat
- Processed shipments of new food items and stocked shelves and freezers
- Toasted sandwiches for customers and made potato salad, bratswurst, and other German delicacies
- Processed financial transactions and provided excellent customer service
- Helped maintain a clean and orderly counter area

Barista / Cashier

2005 – 2006

Paris Bakery

- Performed cashier and customer service duties for a fast-paced Parisian bakery
- Provided detailed information on specific ingredients in pastries, breads, and other menu items
- Blended specialty coffee drinks such as espressos, lattes, and café ole
- Prepared sandwiches, soups and salads for guests in a timely manner
- Served food and beverage orders and bussed tables after guests had finished
- Processed cash and credit card transactions and balanced the cash register at the end of each shift

Education and Training

High School Diploma

North Salinas High School

Salinas, CA

2002

TB CLEARANCE CARD
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Name M. V. [illegible] DOB 8/8/13
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