

Cynthia Alvarez

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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

