

BIANCA ESTELLA DE LA ROCHA
Cell: (415) 225-0419
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Objective:

Seeking a server position

Areas of strength include:

Bilingual: English & Spanish	Microsoft Word, PowerPoint
Pro-active, Punctual	Work as a Team Player
Time Management Skills	Attentive to clients/peoples needs
Organizational Skills	People-person skills
Patient; works well under pressure	Open minded
Suggestive selling	

EDUCATION

Fall 2011 – Present Chico State University
Fall 2009 – Spring 2011 City college of San Francisco
Fall 2007 – Spring 2008 San Jose State University

PROFESSIONAL EXPERIENCE

September, 2010-August 2011

Host/Server La Grotta

- Ensured guest satisfaction
- Received reservations
- Took incoming calls
- Sat guests
- Maintained proficient cash handling procedures and cash register policies.
- Food runner
- Set up tables
- Prepared adequate table turnovers and seating for servers.
- Up-sold drinks and desserts
- Inspected ID to ensure age requirement for consumption of alcoholic beverages

Reason for leaving: moved away for school

December, 2010-August 2011

Sales Advisor H&M

- Maintain customer satisfaction
- Maintained proficient cash handling procedures and cash register policies.

Reason for leaving: moved away for school

November, 2009-December 2010

Stylist & Sales Associate BCBGMaxAzria

- Provide great customer service
- Suggestive selling
- Champagne pourer during promotional events
- Maintained proficient cash handling procedures and cash register policies.
- Telephone campaign
- Contributed to store goals for increasing sales and improving profits
- Inventory

Reason for leaving: wanted to branch out

January, 2008-May 2008 San Jose State
Office Assistant

- Answered incoming phone calls

- Maintained File Cabinet
- Assisted students
- Organized student entertainment equipment

Reason for leaving: work only available during school year
 August, 2006-January 2007 Union 87; Janitors Union

Paid Internship

- Filing
- Research
- Answering phones
- Prepared presentations
- Attended clients at front desk

VOLUNTEER AND INTERNSHIP EXPERIENCE

Spring 2011- Present Latin Zone Productions

- Tabled for Mexican Museum at Dolores Park
- Outreach for Mexican Museum
- Attended strategic planning meetings for Carnaval San Francisco
- Contributed to creating a scholarship for Latino youth; raised 10,000 which was donated to LATA (Latin American Teachers Association)

ORGANIZATIONS

- Delta Xi Phi Multicultural Sorority Inc.
 Internal Vice President (Fall 2012-Spring 2013)
 - Prepared Newsletters for Active sisters and Alumni
 - Organized Sisterhood events
 - Fundraised for the American Cancer Society

AWARDS AND HONORS

- Award through Common Roots; summer 2006 (environmental justice)
- Maisin Scholarship Award; 2007
- National Latino Peace Officers Association SF Metro Chapter Scholarship; 2011

CERTIFICATIONS

- Bacchus: Certified Peer Educator, (2013)