

BIANCA ESTELLA DE LA ROCHA  
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Objective:

Seeking a server position

Areas of strength include:

Bilingual: English & Spanish

Pro-active, Punctual

Time Management Skills

Organizational Skills

Patient; works well under pressure

Suggestive selling

Microsoft Word, PowerPoint

Work as a Team Player

Attentive to clients/people's needs

People-person skills

Open minded

#### 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)