

## **Ana Aranda**

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Green card Holder

### **OBJECTIVES:**

To maintain the customer satisfaction at the highest level possible

### **EDUCATION:**

BS in Informatics, National University of Trujillo, Peru (1997 - 2003)  
English and Business English, Victoria College, London, UK (2009 - 2010)

### **WORK EXPERIENCE:**

#### **Waitress**

Class 1 Hospitality - London, UK

(Oct 2009 – Sept 2010)

- Welcome the guests and sitting them
- Set up tables, chairs and linens
- Transport and serve food following table manners and etiquette
- Pour wine and other beverages
- Clear discarded dishes in between courses
- Clean up and tearing down the dining area, removing plates, dishes, silverware and glasses, collect linens, remove tables and chairs and removed garbage

#### **Cashier & Barista & Waitress**

Golder Green Centre -Costa Cafe - London, UK

( Feb 2009 – Sept 2009)

- Prepare hot drinks like tea, espresso, late, hot chocolate and sandwiches and salads
- Handling cash and cashier tasks
- Make sure the customers are being taken in the tables, server food and beverages
- Make sure the area looks great at all times
- Order the products and built displays
- Provide on-going equipment care and maintenance
- Stock products and do everyday inventory .
- Responsible for achieving and exceeding margin and sales targets.
- Label food with expiration date, keep control, restock and get rid of expired food products
- Comply with all applicable health and safety codes.

### **OTHER RELATED WORK EXPERIENCE**

#### **Front Desk (Part Time)**

Always Home Care – NJ, USA

(Mar 2013 – Jun 2013)

Activities:

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Receive, direct and relay telephone messages and fax messages
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Maintain the general filing system and file all correspondence
- Maintain an adequate inventory of office supplies
- Provide word-processing and secretarial support
- Pick up and deliver the mail
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.

**Data Entry**

The Mediterranean Snack Food – NJ, USA  
Activities:

(Oct 2012 - Jan 2013)

- Process coupons information in Excel spread-sheets
- Create payment reports
- Coordinate with the General Accountant

**Help Desk**

Mapfre Peru

(Jan 2011 – Aug 2012)

- Bring assistant to Clients on site, by phone or remote control,
- Identify common problems, research possible solutions and perform testing tasks
- Develop contacts and relationships with vendors and other support organizations
- Managing users accounts and emails accounts
- Create user manual

**PERSONAL ATTRIBUTES**

- Excellent Team player and friendly
- Great ability to transport food and beverages
- Very well groomed
- honest, respectful and trustworthy
- possess cultural awareness and sensitivity

**LANGUAGES:**

- English: Excellent speaker and excellent working knowledge
- Spanish: Fluent
- French and Portuguese: Some knowledge

**RERENCES:** Available upon request