

Stacie Lee DelGado

Austin, Texas

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Cell: 512-660-3970

SUMMARY

Self motivated, hard working, and reliable service oriented professional seeking a career opportunity within a dynamic organization. Excellent communication skills coupled with an extensive array of abilities and a love of customer service.

SKILLS

Computer: MS Office (Word, Excel, Outlook), Explorer, Mozilla Firefox and Google Chrome.

Extensive background in customer service ranging from car sales to all aspects of restaurant employment.

Extensive experience with various POS, Micros, Focus and Aloha systems.

Excellent customer service skills with a strong desire to work with people.

Experience as a mixologist and a flair bartender in addition to serving and being a team leader.

Experience working with low voltage security systems as a service technician and proficient knowledge of hand tools and basic technology.

Incredible organizational skills combined with the ability to effectively multitask and prioritize work.

WORK EXPERIENCE

Waterloo Ice House, Austin, TX

08/2013-Present

Server; Shift Leader, Expo - Restaurant / Food Services

Responsibilities include greeting and serving restaurant guests. Taking customer food orders, entering orders into the computer system, preparing and serving food, and handling check out needs. Responsible for correct and rapid expedition of meals leaving the kitchen. Also responsible for cleaning/closing duties, checking servers out at shift change and training new employees in front of house procedure. Handling employee and customer concerns in an efficient and satisfactory manner and generally assuring a smooth shift.

Skills Used: Client Relations, Answering Phones, Food Service, Cash Handling, Restaurant Cleaning, Extensive Knowledge of Product from Kitchen to Table.

Hercules Systems, Lago Vista, TX

05/2009 – 01/2013

Service Technician – Technology and Installation

Responsibilities included installation of multipoint security systems in commercial and retail settings. Maintaining and general servicing of multipoint security systems. Team lead for multiple new installations; handling payroll and inventory. Safe use of hand/power tools and consistent knowledge of regulations regarding my field. Working with clients to ensure customer satisfaction and knowledge of product. Handling phone calls regarding service calls both inbound and outbound. Reading and following blue prints before and during installations. Responsible for service area that included all of Texas and Western Louisiana.

Skills Used: Client Relations, Phones, Installation, Management/Supervising Personnel, Knowledge and Use of Hand and Power Tools.

TGI Friday's, Austin, TX

08/2007 – 11/2009

Bartender, Shift Leader, Certified Trainer - Restaurant / Food Services

Responsibilities include greeting and serving bar and restaurant guests. Taking customer food and drink orders, entering orders into the computer system, preparing and serving food and drinks, and handling check out needs. Responsible for handling the creation of all alcoholic beverages served in the restaurant, serving bar guests with Flair Bartending skills and alerting servers and management to any 86'd items. Also responsible for stocking, cleaning/closing/opening duties, bar dishware, and promotion of new drinks.

Skills Used: Client Relations, Answering Phones, Food Service, Cash Handling, Restaurant Cleaning, Tending Bar

Red Robin, Austin, TX

05/2007 – 09/2008

Bartender, Server, Shift Leader, Certified Trainer, Expo - Restaurant / Food Services

Responsibilities include greeting and serving bar and restaurant guests. Taking customer food and drink orders, entering orders into the computer system, preparing and serving food and drinks, and handling check out needs. Responsible for handling the creation of all alcoholic beverages served in the restaurant. Responsible for correct and rapid expedition of meals leaving the kitchen. Alerting servers and management to any 86'd items. Also responsible for stocking, cleaning/closing/opening duties, bar dishware, and promotion of new drinks.

Skills Used: Client Relations, Answering Phones, Food Service, Cash Handling, Restaurant Cleaning, Tending Bar, Extensive Knowledge of Product from Kitchen to Table.

CERTIFICATIONS

TABC Certified -2015

Texas Alcoholic Beverage Commission

Food Service Certified - 2015

TrainingNow.com

REFERENCES

Cali Witstyn	512-657-4745	Fiance	Known 2 yrs
Nolan Glynn	337-304-1543	Coworker	Known 6 yrs
Stephen Jones	512-468-8612	Friend	Known 9 yrs
Josh Otterline	254-319-5542	Former Manager	Known 9 yrs

A majority of my experience is within the food service industry (10+ years).

Including taking part of the opening of five different restaurants.

The above listed employments are for variety purposes.

Please feel free to ask about details of employment not listed on this resume.

Thank you.