

Stephanie Serna
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Objective

To become an integral part of the team and contribute my skills and knowledge to help better the community.

Employment

Trudy's
Austin, Texas
Employed May 2012 – Present
Bartender/Server/Trainer

Daily functions: To provide the best hospitality and service to all guests while maintaining a clean and sanitary work environment. Train new staff, all positions for FOH. Create a healthy bar/dining room atmosphere while ensuring proper money management and following the TABC rules for safe sales and service practices of alcohol.

Santa Rita Cantina
Austin, Texas
Employed Oct 2011- May 2012
Server

Daily functions: To provide the best hospitality and service to all guests while maintaining a clean and sanitary work environment. Create a healthy bar/dining room atmosphere while ensuring proper money management and following the TABC rules for safe sales and service practices of alcohol.

Pappy's Pet Lodge
Richardson, Texas
Employed Feb-Sept 2011
Kennel Tech

Daily functions: Feeding, kennel/yard cleaning and sanitizing, walking, supervising dog playtime and interaction, love sessions, occasional bathing/grooming, ensuring warm and comfortable sleeping quarters for pets, giving updates and feedback to owners during stay and at time of pick-up.

Chili's Bar & Grill
Carrollton, Texas
Employed 2006-2011
Server/Trainer

Daily functions: To provide the best hospitality and service to all guests while maintaining a clean and sanitary work environment. Train new staff, all positions for FOH. Create a healthy bar/dining room

atmosphere while ensuring proper money management and following the TABC rules for safe sales and service practices of alcohol. Assist in managerial meetings and concerns of the guest and the employees.

Lakes Tennis Academy
Frisco, Texas
Employed July-Nov 2005
Front Desk Receptionist

Daily functions: To maintain a clean boutique/facility and ensure all members are satisfied and to recruit and inform prospecting members. To schedule tennis lessons and courts to appropriate coaches. To clean and organize all gym, pool, and bathing areas. Maximize boutique sells and profits and keep track of inventory.

Limited Too, Inc
Dallas, Texas
Employed Aug 2004-Feb 2005
Assistant Manager

Daily functions: Open and close store, train and recruit new associates, interpreting daily emails and promotions to staff, resolving any customer issues including returns and complaints, actively promoting theft prevention, maintaining a clean and organized store, overseeing register transactions.

References Available Upon Request

Education
Brookhaven Community College
Ongoing Associates degree hoping to transfer to ACC.

Naaman Forest High School (Garland, Texas)
Graduated 2004 with all honors
Top 10% of class
Texas Honor Society

Skills
Works well in fast paced situations that require 'quick on your feet' decisions.
Knowledge in money management, hospitality & customer service.
CPR certified.
TABC and Austin/Carrollton Food handlers certified.
Not afraid to be a leader, but willing to follow to learn.