

# Maria Moss

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## Objective

To use my high level of organizational, training and customer service skills to help grow a dynamic and forward-thinking organization.

## Experience

### **BARTENDER, BARTLETT'S, TX 2012- Present**

My position as a bartender at Bartlett's is multi-faceted. In this position one is required to maintain a high level of quality customer service. The bar is high volume and fast paced. I am well-versed in the nuances in many brands of liquor, in the subtleties of wine varietals, and with craft beers. I can mix classic cocktails as well as create innovative new drinks.

### **BARTENDER, TICOZ RESTO-BAR, AZ 2009-2012**

At this Latin fusion bar and restaurant, I worked as a head bar key holder. During my employment, I worked as the event head to key LGBT events including Aunt Rita's Foundation and Dining with the Divas. We put on events throughout the year for many of local Phoenix philanthropic events. I worked to maintain a loyal, local clientele that felt comfortable in our diverse bar/restaurant in the LGBT community. I had key and cash holding responsibilities as well as security system codes. My main duties were to maintain a high level of guest service through my work and training with the front of the house staff. This is a high volume bar and event catering establishment with high standards of chef to table food.

### **BARTENDER, NEIMAN MARCUS CAFE SCOTTSDALE, AZ 2011-2012**

In this role as a server, I felt right at home. This position was offered to me right after Fred's at BNY closed. It was very comfortable to return to serving the same business community clients that I had enjoyed working with at Fred's. I was responsible for the flow of the restaurant, exquisite guest service, prompt yet reliable service and always an eye for detail. Working at a high fashion designer retail for so many years has taught me about working in a collective team atmosphere, fashion, and client based service standards.

### **BAR SERVER, FRED'S @ BNY SCOTTSDALE, AZ 2009-2011**

BNY holds high standards of goods and services, which I consistently upheld. Through this, I grew and maintained a loyal client base for the company. As a bartender in an upscale wine bar, I gained wine knowledge as well as handcrafted cocktails for an upscale clientele. Despite the hectic flow, I always stay versatile, dependable, and organized. I have created a system that allows for more effective communication between different departments. I took responsibility for the training of the bulk of the current staff. In this position, I organized many successful events for a number of philanthropic organizations and valley businesses through my sales and volunteer work with Fred's.

### **EMPLOYEE BENEFITS ORGANIZER, SEIU, AZ 2007-2009**

As an employee benefits organizer for SEIU, I worked with the employees of Tempe, Chandler, and Gilbert. On a daily basis, I would meet with employees to discuss benefits, options, management-to-employee relations, employee needs, upcoming meetings and questions and concerns. Working with a pro-

prietary data program, I would create detailed, extensive, and clear employee files. I kept detailed notes on thousands of employees, while maintaining strict confidentiality. I worked comfortably with an employee pool that had diverse needs and concerns regarding benefits and employment.

**BARTENDER, VOODOO DADDY'S PHOENIX, AZ 2003-2007**

Through this position I became an expert in profit and loss, employee payroll and benefits; scheduling, and how to organize product vendors. I wrote the schedule for approximately twenty employees. In addition, I created new training tools, organizational methods of service and food quality, and worked with new hires for testing and training. I also maintained a level of goods needed for daily use with profit and loss in mind. I built a solid customer base that consistently expanded for the life of the restaurant.

**Education**

Arizona State University- B.A. of Political Science-Magna Cum Laude-2008

**Skills**

Microsoft Office Suite; POS systems; Outlook; Conversational Spanish

References:

Lori Archibald: Editor in chief of Let's Party Magazine (480) 529-0701

Joe Wilson: Restuarantuer (602) 315-2405 [jwilson@ticozrestobar.com](mailto:jwilson@ticozrestobar.com)

Todd Hendersen: Chef of Queen Mary II (602) 743-0340 [todd.w.hendersen@gmail.com](mailto:todd.w.hendersen@gmail.com)

Michelle Robson: C.E.O. of EmpowHer [mrobson@empowher.com](mailto:mrobson@empowher.com)