

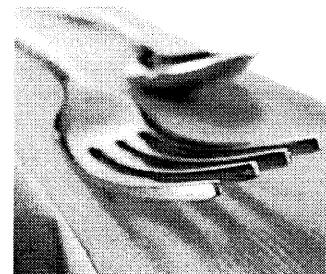


# Curtis R. Cook

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ServSafe Alcohol Certificate – Completed 8/23/2011

ServSafe California Food Handler Certificate – Completed 8/05/2011

## Experience

### **Barista, Busser and Host-Rivers Edge Café 2013**

Participated on a team of professional individuals to create a full customer service for our patrons. Weekends are the rush everyone must be involved for a smooth operation.

- Priorities Follow : "Door - Floor - Window"
- Barista, server, and cashier at the bar
- Served and prepared espresso, coffee, beer, wine ,spirits, and cocktails.

### **Manager and Salesman –J Street Co-op. 2010-2013**

Administered retail business from compiling debt back to balanced operation. Developed and advised a resourceful marketing strategy on the sales floor. Hold accountability for end of day provisions.

- Responsible for managing and opening/closing of the shop.
- Emphasis mainly on customer service and technical expertise.
- Daily chores and duties: Sales, supervising, accounting, receiving, purchasing, returns, stocking, inventory cycles, cleaning and shop maintenance.

### **Help Desk Support Technician-Comcast/Apple 2008-2011**

Provided technical support for all of Comcast customers statewide. Extensive training in telecom, networking, wireless, and video under Comcast's' networking system.

- Handled high call volumes and provided end user solutions.
- Experience with Automatic Call Delivery and Interactive Voice Response systems.
- Stay organized with updates and notes per customer.

### **Telecommunications and Low-Voltage Technician-Comcast 2007-2009**

Trained on Comcast's extensive networking system. Operated as both business and residential technician.

- Worked in multiple fields: Technical support, repair, installation and sales.
- Trained and knowledgeable in telecommunications, networking, wireless, and low voltage
- Focused in on promptly finding precise accurate solutions for problem at hand, whether with customer, fellow technicians and agents, or networking system.

### **Cook/Server -Round Table Pizza 2005-2007**

Started as dough roller/prep and moved up through every other position. In the kitchen, I was a team player there to take responsibility and pride in the food and customer expectation.

- Handled lunch and dinner rush all days of the week.
- Cashier – Friendly and always balanced drawer.
- Opened and closed store most of my shifts.

### **Deli Clerk – Subway Sandwiches 2005**

As deli clerk I performed all store duties from open to close and prep to clean.

- Close attention to customer details while preparing food.
- Kept the line clean and appetizing
- Created an enjoyable experience for the customer

### **Cook/Server-Steve's Place Pizza 2004**

At Steve's I held positions at the line and grill making pasta, soups, sandwiches, salads, calzones, and pizzas.

- Practiced food safety and kitchen safety.
- Morning Prep - Always punctual with a ready to work attitude

- Stocked and cleaned as necessary

## References

Amy DeMello (916) 248-6702

Tom Shimosaka (916) 628-0608

Jordyn Luna (916) 468-9224

*A B c Bar*