

## MONICA S. ROLFE

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**OBJECTIVE** To obtain long-term full-time employment in a stable work environment where there is opportunity for career advancement.

**EDUCATION** **Texas A&M University** — College Station, Texas

Attended August 2005-November 2006

Major: Biomedical Sciences/General Studies

**L.C. Anderson High School** — Austin, Texas

Graduated May 2005 with a 3.4 GPA

### Accomplishments:

- Active member of Leadership Council from 2001-2005
- Leadership Council Committee Head 2005
- President of Students Supporting Seniors 2005
- JV soccer 2001-2002

## EXPERIENCE

**Bartender**, August 2013-November 2013

Reale's Italian Cafe

- Part time bartender

**Bartender/Cocktail Waitress**, June 2012-August 2013

Fast Eddie's Sports Lounge: Austin, Texas

- Full time bartender, waitress and trainer

**Server/Trainer**, August 2011-April 2012

El Arroyo 5th Street: Austin, Texas

- Full time waitress and trainer

**Server/Finished Beer Specialist**, April 2011-July 2011

BJ's Restaurant and Brewhouse: Austin, Texas

- Full time server
- Clean and maintain BJ's beer and soda lines and make the handcrafted root beer.

**Nanny Manager**, June 2010-December 2010

Tracey and Peter Blanton: Austin, Texas

- Provided primary childcare for two children, ages 2 and 4.
- Prepared and served nutritious meals for the children 2-3 times a day.
- Provided reliable means of transportation for the children.
- Completed some household cleaning and personal errands.
- Helped in dinner preparation.
- Communicated with other workers in the household.

**Data Entry Operator II, July 2009-June 2010**  
Texas Department of Public Safety (Concealed Handguns and Metals Recycling) via Peak  
Performers: Austin, Texas

- Entered citizens private information into a state database.
- Provided courteous customer service to callers with questions concerning their Concealed Handgun applications.
- Extensive work on state computer programs, MS Office, and other general office systems.

**Data Entry Operator, May 2008-April 2009**  
Manatron via Leadingedge Personnel: Austin, TX

- Organized counties' older paper documents to be updated into an electronic database.
- Redacted individuals' private information from documents that counties intended to make public.
- Performed daily office duties.

**Nanny Manager, March 2008-April 2009**  
Kathryn Richard: Austin, Texas

- Provided primary childcare to a 7 year old girl with epilepsy.
- This was a short term position.

**Nanny Manager, August 2007-January 2008**

Robin Dickson: Buda, Texas

- Provided primary childcare for two children, ages 5 and 7.
- Provided reliable transportation for the children to and from their desired locations.
- Helped children with homework.
- Assisted in some household chores and running errands.

**Sales Associate, May 2007-January 2008, December 2006-January 2007**

Gap, Inc.: Austin, Texas

- Worked at babyGap and Gapkids at Barton Creek Mall.
- Interacted with customers in person and by telephone.
- Assisted customers with purchases and finalizing orders to their satisfaction.
- Responsible for handling large amounts of cash and credit cards.
- Other duties included restocking items, dressing mannequins, and ensuring the store's physical appearance consistently met or exceeded management expectations.
- Consistently maintained a professional demeanor in the performance of my duties.
- Was able to perform well under stress, due to my ability to reach satisfactory resolutions with rude or dissatisfied customers. I practiced exceptional customer service by giving telephone inquiries the same prompt attention as face-to-face requests.

**Nanny Manager, December 2006-May 2007, July 2006-August 2006**  
Lisa Garza: Austin, Texas

- Provided childcare for one girl, age 9, who has a sensory disorder.
- Provided transportation in a timely manner.
- Oversaw occupational therapy sessions, and tutored her in school work.
- Assisted with household tasks, such as running errands, paying bills, and making phone calls to coordinate daily activities.

**Food Preparer, September 2006-November 2006**

Freebirds: College Station, Texas

- Prepared food orders for customers in a very fast paced environment.
- Took orders quickly and prepared them from memory according to customer expectations.
- Maintained store appearance according to manager and health department standards.
- Working in food service means interacting with a high volume of people during varied circumstances. I consistently provided good customer service by greeting everyone cordially, regardless of the kind of day they were having.

**Nanny Manager, May 2006-July 2006**

Shawn Lively: Austin, Texas

- Provided childcare and transportation for two boys, ages 4 and 6.
- Prepared meals for the boys and provided age appropriate activities to occupy their time.

**Food Preparer, January 2005-May 2005**

Jamba Juice: Austin, Texas

- Took orders and prepared food quickly according to customer expectations.
- Handled large amounts of cash and credit cards.
- Operated large machines, maintained store property according to management expectations, stocked merchandise and took inventory.
- The ambience of this restaurant requires staff to make customers feel personally welcomed as soon as they enter the door. I consistently met or exceeded the company policy to deliver exceptional service by treating customers as personal guests.

**Server, May 2003-July 2004**

IHOP: Austin, Texas

- Held this job prior to graduating from Anderson High School in May 2005; responsible for greeting customers and providing them excellent service during their meals.
- Took food orders and relayed them to cooks with a high degree of accuracy. I delivered food to my customers in a timely manner in a fast paced environment.
- Handled large amounts of cash and credit cards.
- My morning and weekend shifts were generally scheduled during the restaurant's busiest time. Working in such a fast paced environment required an even temperament, and the ability to work under pressure to complete multiple tasks with varying deadlines.
- Holding this job while attending high school is an example of my good organizational skills. It also shows maturity at a young age to take responsibility for a portion of my financial needs.

**INTERESTS/SKILLS**

Proficient with all Microsoft Office, especially Word and Excel and basic conversation skills in Spanish. Able to type 75-80 wpm. Active lifestyle, often participate in volunteer work. Enjoy music, art, travel and sports.