

Shailee J. Wilson

1380 23rd Ave. San Francisco, CA 94122

PHONE: (206)-850-2478 **EMAIL:** sjwilson2@dons.usfca.edu

Education

University of San Francisco (USF), San Francisco, CA

Major: Art History/Arts Management Minor: Design EXP: 2015

Objective

- Seeking a waitress position where I may share my passion for food and beverage by enthusiastically serving guests with consistent high quality standards for hospitality, taste, appearance and service.

Skills & Abilities:

- exceptional customer service
- excellent time management
- great with providing food recommendations for indecisive guests
- knowledgeable about wine and menu pairings
- organized, quick learner
- self-Motivated and resourceful
- able to quickly answer food menu questions
- genuine team player
- communicate effectively especially during busy service hours
- critical thinker
- ability to stand for long periods

Experience

Sales Associate

March 2012-January 2013

Nordstrom - San Francisco, CA

- Immediately resolve customer issues to achieve optimum customer satisfaction.
- Skilled sales associate with a track record of exceeding sales goals in competitive markets.
- Customer oriented individual with a reputation for service, satisfaction, and results.
- Consistently praised by customers, and managers for "going the extra mile" by providing exceptional service.
- Effective communicator who can clearly present complex information to diverse audiences.
- Proven ability to manage multiple task, projects, and assignments simultaneously.
- Cooperative, team-player, who follows directions with ease.

Staff Writer

August 2011-Present

USF Foghorn - San Francisco, CA

- Successfully able to meet a weekly deadline.
- Effectively work with editors, photographers, and writers to achieve a common goal.

Waitress/Cashier

January 2013-November 2013

Duboce Park Cafe - San Francisco, CA

- Took orders, set and cleared tables, dealt with cash handling at a fast pace
- Handled a variety of customer situations with tact and professionalism
- Built a strong repertoire with loyal customers
- Passionate about servicing diners in a warm, efficient, and courteous manner
- Graceful, careful, clean, and safe when handling food

- History of maintaining clean dining areas while ensuring all standards are met
- Accommodate visiting and home teams with an excellent satisfaction rate
- Elevated customer satisfaction by investigating and resolving complaints.

Volunteer

- Young Life, Non-Profit Christian Organization – Over 150 community service hrs.
- Camp Auburn Counselor – Over 200 community Service Hrs.
- Greenpeace- Student Network
- YBCA (Yerba Beuna Center for the Arts)