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OBJECTIVE

Bartender/Waitress position in the Bay Area.

SUMMARY

10 years of experience in the bar and restaurant industry.
Thoroughly trained in all aspects of food and beverage services and management.
Proven track record of working with wide range of establishments and customers.
Excellent with customer service and interaction, building relationships with regular patrons, and dealing with diverse types of clientele.
Extremely flexible and willing to work weekend, evening, and overnight shifts as needed.

RELEVANT EXPERIENCE

Bartender
Monaghans, Oakland, Ca (2012- Current)

Server
Isa, San Francisco, Ca (current)

Bartender
Warehouse Bar & Grill, Oakland, CA (2011-2013)
JK's Brickhouse, Oakland, CA (2011-2013)

Serve wide variety of beverages and food menu items during busy lunch, afternoon, and night/weekend hours in a fun, lively environment with loyal clientele.
Process all payments and bar tabs in a timely manner, multi-tasking at all times.
Maintain clean, sanitary workplace and food service areas.
Constantly build and maintain strong customer relations to ensure repeat business and customer loyalty.

Bartender/Waitress
Olive Garden, Pittsburg, CA (2005 - 2008)

Provided lunch and dining service, including taking orders for large parties, serving meals, clearing and setting of tables and booths, and offered excellent customer service at all times.
Scheduled and managed reservations, handled payments via the Point of Sale (POS) kiosk, and arranged private parties for special occasions and large parties.
Served as mentor for junior staff and trained new employees as needed.
Memorized menu and displayed in depth knowledge of restaurant offerings with minimal supervision and excellent accuracy.

Bartender

Portofino Cafe, Isleton, CA (2003 - 2007)

Prepared and mixed wide variety of alcoholic beverages, cocktails, other food offerings in a busy, upscale establishment.

Handled all bills and payments in fast paced environment while juggling multiple tasks at once.

Thoroughly cleaned, washed, and stored glassware and beverage-making materials on daily basis, ensuring sanitary working conditions for the next shift.

Built strong customer loyalty by providing excellent customer service and maintaining high customer satisfaction and beverage accuracy. Fostered a positive, classy, professional environment at all times.

Guided, mentored, and trained new employees as needed through hands on instruction and job shadowing.

Bartender/Waitress

Striper Cafe, Rio Vista, CA (1999 - 2003)

Greeted, waited on, and served customers in a busy establishment during peak business hours.

Delivered food to customers, constantly attended to their needs to ensure meal satisfaction, and handled all bills and payments.

Scheduled reservations, sat customers according to availability, and pulled double duty as waitress as needed.

Cleaned, sanitized, and maintained healthy, safe environment for all staff and customers.

Trained new employees on menu specifics, customer service, and all other requirements and standards of the restaurant.

Phlebotomist

Sutter Gould Medical Center, Stockton, CA (2011)

Obtained blood and urine samples via venipunctures and skin punctures, specializing in butterfly, vaccutainer, and syringe draws on patients of all ages.

Performed, administered, and collected patient samples and specimens using standard techniques and universal precaution.

Prepared and arranged patient specimens for laboratory testing.

Handled all collection procedures according to departmental policies, including drawing blood, urine analysis, breath and saliva testing, and all other standard collection techniques.

Thoroughly trained in the transportation, handling, and maintenance of sensitive and delicate specimen samples and equipment.

Certified Nursing Assistant

Wine Country Care Center, Lodi, CA (2008 - present)

@ Work Registry, Manteca CA (2008 - 2009)

Responsible for direct care of patients with wide range of health issues, including those with limited mobility, physical and mental disabilities, and other common ailments.

Help patients with personal hygiene activities such as bathing and other bathroom needs, changing clothes, cleaning personal living spaces, and handling waste dismissal (urinals, bedpans, etc).

Monitor all vital signs, assist with taking specimens, and closely follow all procedures and policies for infectious diseases and emergency situations.

Keep track of all patient reports, confidential documents, discharge time, medications, admissions, transfers, and medical supply inventory.

Feed patients at specified times, including those unable to feed themselves without assistance.

Proactively assist with any and all other tasks as needed, without hesitation.

Interact with patients regarding their inquiries about their health issues. Encourage a positive outlook and attitude at all times.

EDUCATION

Modesto Junior College, Phlebotomy Technician I Certificate, 2012

Lodi Technical Academy, Certified Nursing Assistant Certificate, 2008

References available upon request.