

**Hector Chaparro B.S.W.  
Spanish Speaking**

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**OBJECTIVE:**

As an intelligent ambitious person, I flourish when working in a rapid paced, motivating assignment where I can assist others while simultaneously increasing my knowledge and understanding of the task at hand. I am seeking a position in customer service where I can utilize my skills, expand my knowledge base, gain additional skills and experience and offer me an opportunity for advancement.

**EDUCATION:**

**Bachelor of Social Work  
University of Texas at El Paso  
El Paso, Texas**

**Graduated August 2001**

**WORK EXPERIENCE:**

Savoy Staffing Inc.  
Los Angeles, California November 2013- Current  
Catering Server

- Provided outstanding banquet/catering service to clientele
- Communicated in a positive manner to other waitstaff/bartender/Captain and Catering Lead to ensure smooth running of event and guest experience.
- Served drinks and took orders for guests.
- Ensured a clean, safe and sanitary environment
- Performed other duties as assigned

Santa Theresa Country Club  
Santa Theresa, New Mexico August 1999- September 2001  
Catering/Server

- Set up banquet rooms to include linen, service-ware and glassware.

- Prepared and served meals accompaniments to guests.
- Bus and set tables.
- Anticipated guests' needs respond promptly and acknowledge all guests, however busy and whatever time of day.
- Performed other duties as assigned.

Hamburger Hamlet  
Pasadena, California August 1995-August 1996  
Host/Expediter

- Supervised as well as coordinated activities of dining room personnel to provide fast courteous service to patrons
- Scheduled dining reservations and arranged for parties or special services for diners
- Greeted guests, and escorted them to tables and additionally provided menus
- Inspected dining room serving stations for neatness as well as cleanliness, and also prepared table linens plus other dining room supplies for serving stations
- Ensured set up of expedition area at the beginning of every shift
- Prepared trays for servers with the correct plates to ensure delivery efficiency
- Delivered food as required
- Performed light preparation including bread, salad preparation, appetizers, desert preparation

#### **Other recent WORK EXPERIENCE:**

Starview Community Services  
Compton, California – March 2009 to July 2013

- Utilized effective communication and problem solving skills to address and ultimately resolve various challenges faced by the client.
- Developed service plans designed to guide and address barriers impacting client's lives.
- Organized, updated, and maintained clients charts documenting progress and services rendered.