



La Ra Micole Howard

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Compton, CA 90221

Career Objective

To obtain a position where my experience and abilities can be utilized. I am looking to find growth and learning challenges.

Work Experience

Bartending

- ◆ Skilled at preparing and serving alcoholic and non alcoholic beverages
- ◆ Knowledge of the exact proportions and combinations required to make new cocktails
- ◆ Ability to tackle unruly guests and maintain a peaceful atmosphere at the bar
- ◆ Make new preparations and arrange for special drinks for parties and events
- ◆ Clean and sanitize bar and equipment and replenish supplies

Catering

- ◆ Manage the event operations and handle the team of 5 members
- ◆ Responsible for scheduling of shifts, inventory, accounts and reporting
- ◆ Communicate with the dining staff members and manage the timing for serving food and beverages
- ◆ Assured that all food served to the guests are of top quality and good presentation
- ◆ Decorated event halls and tables.

Customer Service

- ◆ Processed service and sales calls for residential customers
- ◆ Handled customer inquiries, complaints, billing and payment questions on an as needed basis
- ◆ Provided effective and timely resolution of a range of customer inquiries
- ◆ Gained customer trust and provided exceptional follow-up, leading to increased business
- ◆ Increased the customer experience by providing information on new products, rate plans, and services through up selling opportunities

Employment History

Customer Service Representative , Waste Management, Commerce, CA	3/2011-Present
Administrative Assistant , Western Exterminator Company, Long Beach, CA	3/2003-3/2010
Head Server/Bartender , A Step Above Catering, Compton, CA	7/2002-Present

Education and Training

R.A. Millikan H.S, (Graduated 6/2000)	Cerritos College, (Graduated 12/2010)
General Education High School Diploma	A.A. Exercise Science
	Fitness Specialist Certification

National Bartenders School (8/2013)
Bartender License

TIPS ® Certified

Food Handlers Certification