

7107 SOUTH BROOK DR. • AUSTIN, TX • 78736  
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# ALYSSA HARDY

## OBJECTIVE

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Extensive experience in customer service--both service industry and professional office settings. Proficient in job related software such as MS Office (Word, Excel, etc..) Punctual and efficient; never afraid to work hard and love to learn.

## SUMMARY OF QUALIFICATIONS

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- Current TABC and Food Handler's certification through Texas Restaurant Association
- Impressive customer service skills in various departments

## EMPLOYMENT

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Bob Richardson Law Firm/Carpenter Law Firm 2004-2013

*Legal Assistant*

- *Create and deliver copies of client's files for the firm at the Social Security Court*
- *All secretarial assistant duties including recording dictations, client communications, record ordering, and file review*

Just For Fun Watercraft Rental 2012-Present

*Party Barge Captain*

- *Captains are responsible for 20x40 double-decker barge, enforcing company and LCRA rules and regulations*
- *Ensure patrons a safe and enjoyable trip on Lake Travis*

Jugo Cantina/Wildwood Catering 2012-2013

*Bar manager/Mixologist/Catering Associate*

- *Created, edited, and updated seasonal drink menu*
- *Mixed quality libations with complex ingredients while providing excellent bartending skills*
- *Booked all live music and other promotional events*
- *Manage all liquor and beer orders, invoices, and inventory*
- *Hired and trained new employees*
- *Built, stocked, and ran numerous bars and buffets for off premise caterings from weddings to SXSW*

#### 290 West Bar and Grill 2010-2012

##### *Bartender*

- *Ran entire bar as a single employee*
- *Ordered all beer and liquor for upcoming week*
- *Did any and all opening and closing duties*
- *Established excellent clientele and calmed rowdy customers*
- *Provided superior bartending skills to thirsty patrons*

#### Jack Allen's Kitchen 2009-2010

##### *Server*

- *Guided guest through a tour of the menu*
- *Provided knowledgeable recommendations*
- *Established regular customers with excellent guest services*

#### La Quinta Hotel/Sheraton Austin Hotel 2008-2009

##### *Front Desk/Hotel Maintenance/Van Driver/Concierge*

- *Guest services including check-in, booking, and various other computer related tasks*
- *All hotel maintenance from painting to new and existing unit preparation*
- *Shuttled flight attendants and pilots to and from Hotel to Austin Bergstrom Airport*
- *Fulfilled guest services requests, recommended itineraries*

#### Dr. Robert Walters MD 2007-2008

##### *Medical Office Assistant*

- *Independent filing, organization, and review of patient charts and x-rays*
- *Answer phones and manage appointments for new and existing patients*
- *Patient check-in and initialization of paperwork*
- *Prepare patient charts each week*

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#### EDUCATION

GED and additional core classes at Austin Community College in pursuit of an Associates degree in Photojournalism.

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#### REFERENCES

Ernesto De La Pena - previous employer - (512) 897-3355  
Susan Carpenter - previous employer - (760) 972-7849  
Phillip Aguliar - life long friend - (512) 296-9108