

Heather Kirkpatrick
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Summary of Qualifications:

I have a consistent and positive professional attitude that is highly organized. I am flexible, professional and able to multi-task with excellent project management and interpersonal skills. I am a very self motivated high achiever as well as a team player for getting the job done. I am committed to excellence and highly adaptable in addition to being a quick learner.

Work Experience:

2013 - The Improv San Jose, CA

Position: Food and cocktail server

Provide guests w/ food & drinks in a timely manner, work coincidentally w/ the nightly entertainment, assist runners deliver food, work as a team w/ other employees, escort guests to their tables, set up & breakdown showroom floor & employee areas, answer any questions the guests may have concerning menus, comedians, & upcoming shows, provide exceptional customer service and a positive attitude.

2011- 2012 TTG Consultantsnca San Jose, CA

Position: Office Manager

Answered telephones, set Consultants appointments, telemarketing, Customer service and general office duties supporting the Sr. VP of Sales.

2010- 2011 Wild Idol Saloon Byron, CA

Position: Bartender

My position consisted of customer service, mixology, plan and host events/benefits, creates a positive memorable experience. Maintain a clean and sanitary work space.

2008- 2010 Ichiban Japanese Steakhouse Reno, NV

Position: Food and cocktail server

At Ichiban I held similar tasks of other serving positions with the addition of serving larger groups of customers simultaneously and mass orders, I served tappen, sushi, and cocktails & had extensive knowledge on all menus, ingredients, pairings and specials. I adhered to sanitation & restaurant protocols.

2007- 2008 Peppermill Restaurant Reno, NV

Position: Server

At the Peppermill I Provided fast and efficient customer service, taking reservations, helping host staff with seating, wine & desert pairing, opening and closing duties, new hire training, new menu item rollouts. As well as assist hotel / casino staff and customers.

2004-2006 East Bay Acne and Skin Care Clinic Concord, CA
Position: Office Manager/ Estheticians assistant

Set and confirm Medical appointments, online and direct product sales, Customer service, assisted Estheticians procedures, Professional makeup artist. General office duties. Attend ongoing education classes on new and advanced procedures as well as product knowledge.

2003-2007 Studio 729 **Brentwood, CA**
Position: Salon Manager/Esthetician

At Studio 729 I performed general office procedures, functioned as a purchasing agent, successfully interfaced with customers and other employees, provided quick and efficient service, scheduled on going professional training, performed research on new products and hair styling techniques, confirmed appointments, initiated inventory control, maintained accounting functions (including accounts receivable, payroll, and invoicing).

2003-2004 The Sports Bar & Steak House Discovery Bay, CA
Position: Server

While working at The Sports Bar & Steak House, I provided excellent customer service, maintained a positive attitude, helped clean and set tables as needed, answered phones set reservations and take to-go orders, established a wide range of wine knowledge, and Assisted host staff as needed.

Education:

- International Dermal Institute, San Francisco –2006
- State Esthetician License –2004
- Deloux Cosmetology School –2004
- Paris Cosmetology School –2004

Extra Training/Certificates:

- Effective Skin Analysis
- International Skin care Techniques
- Hydroxy Acids and Exfoliation Techniques
- Oxygen Facial
- Speed Waxing
- Chemical Peels
- Treating Rosacea and Sensitized Skin
- Aromatherapy Facials
- Endermology
- European Facials
- Ayurvedic
- Acne Treatments
- Dermal Blading
- Microdermabrasion