

# Melissa De La Cruz

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## Objective Bartender / Event Specialist

## Summary

2+ years of full service bartending experience including food service  
Exceptional customer service in highly demanding busy environment  
Team-player Special events with 500+ attendees mixed drinks premium wine and beer

## Employment

### ***Bartender / Event Specialist, Non-Profit Events***

***10/2012 - Present***

Bartender for special events required speed and accuracy with an excellent attitude in busy nightclub environment. Clients include Bartending for AXIS in Santa Clara, Eyezmind in San Francisco and role as VIP host with bottle service, cocktail server, wine beer pourer for bay area 4 star venues and fundraising events. Additional service and project responsibilities include program management for Sober & Safe Grad night, staffing support, event committee member, marketing, promotion and décor.

### ***Independent Researcher, Melliefoundation***

***Ongoing***

Support sourcing, internet posting for recruiters and electronic sales business. Create recruitment advertising and customized presentations for new business development. I surpassed contact goals in recruitment advertising department of the SJMN - BANG. My role required intense lead generation, cold calling and relationship development. I successfully increased revenue and client communication of historically difficult account. Excellent phone skills, creative presentations, persistence and the ability to think outside of the box allowed me to successfully schedule appointments and increase sales.

### ***Customer Service, Comcast***

***1/2010 - 8/2012***

High call volume constantly changing fast-paced sales environment. Job required precise input of orders, superior customer service skills, ability to independently make quick decisions and efficiently de-escalate difficult customers to their satisfaction while maintaining sales goals.

### ***Customer Service, Russo's***

***12/2007 - 4/2009***

Front desk customer service, cashier and assistant to purchasing manager. Responsibilities include cash register open close procedures, cash, credit card transactions and daily sales accounting balance-sheet. Required ability to resolve issues, follow-up and communicate with warehouse, main office, Gilroy store and vendors while maintaining superb customer service.

### ***Bartender, Longhouse Restaurant and Bar***

***6/2007 - 12/2008***

Responsible for bar patrons full service bar including food service. Served a variety of cocktail drinks mixed, blended, shaken, domestic / import / micro-brew / tap beer/ wine / spirits / bay area vineyards. Required bar preparation, garnishes, re-stocking, cashier open and shift change.

### ***Bartender, The Party Staff***

***12/2006 - 6/2007***

Required professionalism and team work with wait staff. Served beer, wine, and specialty drinks for private parties / events. Professional wine serving etiquette martini and dessert drinks.

### ***Student/ Work study Tutor, San Jose City College***

***1/2006 - 6/2008***

Counseling certificate program and personal tutor to students enrolled in disabilities program

### ***Advertising Sales, Verizon Information Services***

***9/2003 - 4/2005***

Sales for Internet and Print YP Advertising. Developed customized advertising programs.

### ***Event Coordinator / Promotion Manager. Hot-E-Inc***

***5/2001- 12/2003***

Provided promotion assistance and event leadership to clients' events and product promotions.

## Education

University Of California, Los Angeles CA

BA Degree, Psychology

De Anza College, Cupertino CA

AA Degree, Liberal Arts

West Coast Bartending School, San Jose CA

Graduate