

# STEVEN MALLO

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| | C: 585 354 8894 | stevemallo@mac.com

## SUMMARY

Restaurant professional with 6 years in FOH operations. Customer service and food handling expertise. Skilled at memorizing menu items and orders. Also I have been a key employee and a trainer to new ones. And I'm experienced with opening new franchise stores.

## HIGHLIGHTS

- Highly responsible and reliable
- Point of Sale (POS) system operation
- Works well under pressure
- Trained in liquor, wine and food service
- High-volume dining
- Upbeat, outgoing and positive
- Mathematical aptitude

## EXPERIENCE

**08/2008 to 05/2014**

### **Server**

**The Distillery** - Rochester , New York

I worked at The Distillery for 6 good years. It is a fast paced restaurant, I would usually work from 5pm to 2 am, about 5 to 6 day a week. I worked holidays and weekends.

**03/2007 to 07/2008**

### **Internet Sales Manager**

**Dick Ide Honda** - Rochester, New York

At Dick Ide Honda, I would correspond with customers via email in order to sell them a car.

**03/2006 to 03/2007**

### **Bartender**

**Genesse Valley Club** - Rochester , New York

Here I was a bartender for a city club, in which I worked there 1 of 2 bars. Along with doing a lot of banquet and private party.

**12/1999 to 03/2007**

### **Cashier/Customer Service/Pizza**

**Wegmans Food Corp.** - Rochester, New York

This was my first job. I worked here for 7 years and in that time I work in three different departments. All of which dealt directly with customer service.

## EDUCATION

**2004**

**Associate of Science:** Business Admin

**Monroe community college** - rochester, New York , USA

**2002**

**High School Diploma**

**Penfield High School** - Penfield, New York

I graduated with a New York State Regents degree.