

JANET LEE

OBJECTIVE

To provide excellent customer service and create guest relationships to continue and ensure guest loyalty.

KEY STRENGTHS

- High level computer skills including Excel, Word and Powerpoint.
- Five plus years experience in customer service both face to face and phone based.
- Works extremely well under pressure and is adaptable to changes in work environment
- Dedicated and eager to excel

EDUCATION

[2006 – 2007]

Graduated

Exeter Union High School

[2010 – Present]

Bakersfield Community College

PROFESSIONAL EXPERIENCE

[2011 – 2014]

Server

Red Lobster

- Elevate guests' experience
- Promote current promotions
- Team player

[2014 – 2014]

Eureka Burger

- Elevate guests' experience
- Promote current promotions
- Team player
- Up-sell items to raise ticket checks and create a higher revenue for the company

[2008 -2011]

Server/Trainer

California Pizza Kitchen

- Certified Server Trainer
- Participated in various events to promote restaurant image while providing excellent customer service
- Elevate guests' experience
- Achieved many awards for being a team player, employee of the month, and highest sales.

[March 2008 -December 2008]

Love Sushi

Server

- Elevate guests' experiences
- Take togo orders over the phone
- Work as a team player while communicating to both the BOH and the FOH

[2008 -2009]

Kim's Acupuncture Clinic

Receptionist

- Answer phone calls
- File patient files accordingly
- Medical billing
- Maintain cleanliness
- Take blood pressure and brief symptoms from patient

[2007 -2008]

Sierra Shan Acupunture Clinic

Receptionist

- Answer phone calls
- File patient files accordingly
- Medical biling
- Maintain cleanliness
- Take blood pressure and brief symptoms from patient

LANGUAGES

Korean	Fluent
Spanish	Proficient

COMPUTER SKILLS

Microsoft Word
Microsoft Powerpoint
Microsft Excell