

# Caterin Y. Romain

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## **SUMMARY OF QUALIFICATIONS**

- TIPS certification.
- ServSafe Food Handlers certification.
- Very sociable with excellent communication skills.
- Oriented in customer service satisfaction.
- Can do attitude and strong work ethic.
- Fast-learner and able to adapt to different environments.
- Experienced On Site Manager, Brand Ambassador and Promotional model.
- Bilingual (English, Spanish)

## **EDUCATIONAL BACKGROUND**

***Marketing Management***, (Degree in Progress) Fullerton College, Fullerton, CA

***Event/Wedding Planning Certificate***, 2013. Bergen Community College, Paramus, NJ

## **PROFESSIONAL EXPERIENCE**

### ***Server***

- Exceptional customer service.
- Time management in fast-paced, high volume environment.
- Maintain a polite and right attitude at all times.
- Create returning customers.
- Exceptional knowledge of the menu.
- Answer inquiries and solve any customer's dissatisfaction.
- Log in orders and process payments.
- Assist bussers with setting up dining room before and after service.

### ***Cocktail Waitress/Bottle Service***

- Cocktail Knowledge.
- Manage table reservations.
- Generate sales and create returning customers.

### ***On Site Manager/Brand Ambassador/Promotional Model.***

- Assist Market Managers with the coordination and execution of planned programs
- Assist brand managers with the implementation of sales and marketing campaigns
- Represent and market various brands, products and services.
- Generate sales, create brand awareness and brand preference.
- Work in a variety of environments from conventions, trade shows, restaurants and bars to festivals, corporate and private events and more.

## **EMPLOYMENT HISTORY**

***Server***. Saddle Ranch, Orange, CA. (08/14-present)

***Server/Cocktail Waitress/Bottle service***. La Marina, Jackson Heights, NY. (2012-2014)

***OSM/Brand Ambassador/Promotional Model.*** Various Marketing Companies, NY/NJ (2009-2014)