

## *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)