

PATTY PONCIANO
1222 Clayton Street #25
San Francisco, CA 94114
(650) 255-6247
ponciano.patty@gmail.com

SUMMARY OF QUALIFICATIONS:

- Outstanding customer service
- Excellent verbal and written communication
- Strong organizational and problem-solving
- Proven ability to work effectively on multiple tasks, under short deadlines
- Bilingual: English/Spanish

PROFESSIONAL EXPERIENCE:

TreatWell, San Francisco, CA

2015- present

Chef, Edibles Division

- Produce an assortment of high quality medicinal CBD cannabis edibles
- New product development

Perbacco Ristorante, San Francisco, CA

Jan-Feb 2015

Externship, Cook

- Placed as an extern for San Francisco Cooking School for 240 hours
- Production assistant
- Prep cook
- Line cook

Stanford University, Stanford, CA.

1997-2014

Manager, Passenger Services, Stanford Travel/Study Programs

- Manage the team responsible for customer service and processing over 2000 travelers' reservations. Handle all inquiries for over 60 international and domestic trips a year.
- Evaluate customer experience on an ongoing basis. Ensure consistency of customer experience through every interaction.
- Manage in excess of \$20 million of gross sales. Oversee payment processing, refunds and invoicing. Responsible for reconciling revenue.
- Tour management of several programs on the road annually, executing daily schedule, coordinating ship's crew, guides and operators.
- Create and maintain various systems for reservations and brochure tracking. Work closely with IT department to develop and implement new database for department.
- Develop and maintain relationships with vendors, tour operators and insurance carrier.

Royal Cruise Line, San Francisco, CA.

1987-1996

Supervisor Operations and Administration

- Negotiated, developed and managed an independent luxury cruise charter resulting in annual profits of \$300,000.00.
- Developed and implemented a tracking system to control travel privileges for corporate employees, their families and vendors, facilitating the travel approval process.
- Effectively maintained a system to disseminate internal information and handled internal inquiries requiring special approval resulting in increased staff performance.

EDUCATION AND SPECIAL TRAINING:

Culinary Arts, San Francisco Cooking School

Manager Academy, certificate, Stanford University

B.S. Human Services, Counseling and Administration, Notre Dame de Namur University