

**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***  
**Chef, Edibles Division**

***2015- present***

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

***Perbacco Ristorante, San Francisco, CA***  
**Externship, Cook**

***Jan-Feb 2015***

- 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