

# SHANNON DASILVA

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**Summary:** Hard working individual seeking employment in the airline industry

CLIENT CENTERED • DETAIL DRIVEN • SUPERIOR CUSTOMER SERVICE • SELF-STARTER • ABILITY TO MULTI TASK

## PROFILE

- Over 8 years of experience with bar tending, serving food, and customer service.
- Extensive experience providing wide-ranging services in a fast-paced, dynamic environment.
- Proven ability to meet client needs, provide excellent customer satisfaction, and build long term client relationships.
- Outstanding blend of organization, prioritization, leadership, and interpersonal skills.
- Superior listening, analyzing, and interpretation skills.
- Demonstrated ability to train, and educate clients in proper hair care maintenance, techniques, and upkeep.

## CAREER TRACK

De Ja Vu, San Francisco, CA, 2006 to Present time

**Cocktail Server/Hostess**

- Responsible for providing prompt friendly services to patrons in a restaurant/club environment.
- Able to multi- task and adjust to changing duties when necessary.
- Maintained a well-organized, clean and safe work space.

Rockridge Day Spa, Oakland, CA, 2012 to 2014

**Stylist**

- Analyzed and determined clients' individual requirements by conferring with them in detail.
- Cut or trim hair using clippers and scissors, and provided bleaching, coloring, straightening, and blow-dry services.
- Operated cash registers and performed limited reception duties including managing and maintaining appointment calendars and customer databases.
- Sold retail products and provided advice to clients regarding hair products and care, including appropriate post-cutting guidelines.
- Maintained appropriate cleanliness of work areas and sanitized hair cutting tools and salon instruments as needed.

Dallas and company in Lafayette, CA, 2011 to 2011

**Assistant**

- Assisted in daily operational duties of salon.
- Shadowed seasoned stylists and observed, learned, and obtained cutting-edge techniques and trends.
- Provided shampooing, scalp massage, and other supportive activities to streamline and maintain customer flow.

Olive Garden, Tracy, CA, 2003 to 2006

**Bartender/Server**

- Responsible for making all alcoholic and non-alcoholic beverages for the restaurant.
- Providing friendly and prompt service for customers in the bar area.
- Handled all incoming and outgoing cash in the bar.
- Accounted for cash register at the beginning and end of each shift.
- Ordered and stocked new products.

## **EDUCATION AND CERTIFICATIONS**

Pivot Point Certification, Adrian's Beauty College, Turlock, CA

## **ADDITIONAL INFORMATION**

### **Continuing Education**

- Cutting classes at Di Peitro Todd, San Francisco, CA
- Attended many hair shows for inspiration and further education