

Alexandra Bouillon
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Summary

Certified, bilingual sommelier with 15+ years in food and wine operations with a focus in hospitality.

Experience

Customer Service and Operations Associate, The Rare Wine Co. May 2015 – Present, Brisbane, CA

- Collaborate with the retail, wholesale, and operations cohorts
- Maintained customer service by answering phone calls and emails related to shipping inquiries, inventory availability, and offer pairing suggestions and fielding general wine theory questions
- Sell inventory which ranges from low price point/high volume to fine and rare wines; regularly have highest sales \$900 – \$9,000 per day
- Utilize NetSuite
- Trained to reconcile inventory discrepancies
- Optimize the team's shipping center and shipping workflow by reconfiguring our physical workspace
- Relocated the office from Sonoma to Brisbane, CA; scheduled moving trucks and movers, recycled documents and sold excess equipment, raised over \$4,000
- Operate motorized pallet jacks and forklifts, lift over 50 lbs, and build and unpack pallets of merchandise

Captain, Quince September 2012 – May 2015, San Francisco, CA

- Served in open dining and private functions (6 -500 guests); lead and utilized small teams of service staff to execute fine dining experiences
- Participated in daily food, wine, and service instructive meetings; lead guéridon carving demonstrations
- Responsible for knowing local farmers and winemaker's seasonal products and practices
- Practiced the deductive tasting method with a blind tasting group
- Helped maintain the rooftop garden and constructed bouquets

Chef de Rang, La Grenouille September 2008 – August 2012, New York, NY

- Served and bartended for open dining and private functions; regular bilingual service
- Maintained detailed product knowledge of French menu and wine list
- Provided service to accommodate the unique needs of clients and events (10-300 guests)
- Performed detail-oriented tasks in a fast-paced, high-pressure environment including tableside food and beverage preparations

Food & Beverage Service Director, Bacaro April 2007 – August 2008, Providence, RI

- Sourced and purchased inventory including small wares and dry goods
- Supervised, scheduled and motivated 25+ staff; created training tools and service roles to appeal to various learning styles and work experiences; Educated staff on local farmers and seasonal produce
- Designed workstations that were set-up for safety, efficiency and adhered to ServSafe standards
- Designed dining room layouts (100+ occupancy) and offsite locations for private/public events (10-102 guests)
- Implemented reservation and seating schedules

Lead Server, Al Forno March 2003 – April 2006, Providence, RI

- Trained every new front of the house employee
- Served in indoor and outdoor open dining and private functions
- Maintained detailed product knowledge of Italian menu and wine list
- Maintained floral arrangements and garden

Caterer and Wait Staff Coordinator, Intermezzo September 2001 – March 2003, Providence, RI

- Met with clients and sold catering packages; furthered selling skills by assessing guest's individual needs; generated repeat business by creating fulfilling dining and event experiences
- Prioritized, delegated and motivated teams of approximately 15 people
- Organized aspects of complex projects; transportation of work materials, set-up and offsite dining room layout (15-80 guests), and employee division of labor
- Bartender, ad hoc

Education

Johnson and Wales University- Restaurant Management, 2001 – 2003
Broome Community College- Business Law & Accounting, 2000 – 2001

Software: Microsoft Office, BarTender, NetSuite, Easy Insight, Ignify, Asana, HappyFox, Atlassian, Opentable, Micros, Squirrel, Google Apps Suite

Awards and Certifications

James Beard Award for Outstanding Service Nominee – Quince, 2012, 2013, 2014, 2015
California Food Handler Certification #2012715135
Certified Sommelier – Court of Master Sommeliers, Americas May 2012
James Beard Award for Outstanding Service, 2012 – La Grenouille Staff Award
Dean's List – Johnson & Wales University May 2003

References

Nicholas Rubbo, Former General Manager
Quince Restaurant
339.793.1394

Sian Ferguson-Nagan, Former Assistant Wine Director
Quince Restaurant
303.803.6310

Jennifer Matta, Owner
Bacaro Restaurant
401.864.0342

