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## Summary

Talented professional who effectively multi-tasks and balances customer needs with company demands. Efficiently builds loyalty and long-term relationships with customers.

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## Highlights

- Customer service expert
- Active listening skills
- Cooperative team player
- Speedy and efficient
- Conflict resolution
- Cash register operation
- Works well under pressure
- Microsoft Office
- Quick learner
- Strong verbal communication

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## Accomplishments

### *Customer Interface*

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

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## Experience

### **Barista**

April 2013 to April 2014

**Starbucks Coffee Company** - San Francisco, CA

Managed morning rush of over 50 +resolved customer disputes with tact and professionalism.

### **Server/Waiter**

July 2014 to August 2015

**P.F Changs** - Corte Madera, CA

Assisted guests with making menu choices in an informative and helpful fashion.

Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.

Delivered exceptional service by greeting and serving customers in a timely, friendly manner.

### **Food Packer**

August 2015 to February 2016

**Gobble Inc** - San Francisco, CA

Assisted co-workers.

Checked the quantity and quality of received products

Cleaned and prepared various foods for cooking or serving

Portioned and wrapped food

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## Education

**High School Diploma:** General Education, 2014

**Westmoor High school** - Daly City, CA, USA

**Business Management and Administration,** 2018

**College of San Mateo** – San Mateo, CA, USA

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### **Professional References**

Maykel Garcia, Head Chef at Gobble Inc:  
(415)-203 4981

Ezra Talavera, Manager at Starbucks Coffee:  
(650)-504-5828

Amanda Montengro, Manager at P.F Changs  
(310)-918-0084



# California Food Handler

## Certificate of Achievement



This certificate is awarded to

**OLIVER ZIN**

Congratulations! You have completed

**ServSafe® California**  
**Food Handler Assessment**

Certificate Number **1206250**

Date **08/28/2013**

Expiration Date **08/28/2016**

National Restaurant Association  
175 W. Jackson Blvd, Ste. 1500  
Chicago, IL 60604-2814  
800.765.2122 in Chicago area 312.715.1010  
Restaurant.org | ServSafe.com

Note: This certificate may not receive reciprocity outside the state of California,  
or in the counties of Riverside, San Bernardino, and San Diego.

