

Summary

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

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

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.

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

Education

High School Diploma: General Education, 2014

Westmoor High school - Daly City, CA, USA

Business Management and Adminstration, 2018

College of San Mateo – San Mateo, CA, USA

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



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Date 08/28/2013

Expiration Date 08/28/2016

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