

# Rhiana Mitchell

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## Objective

- To provide faithful customer service by utilizing the experience that I have obtained.

## Skills & Abilities

- Food & Alcohol Handler Certified
- TIPS Certified
- CPR Certified
- Cashier experience
- Filing/ Booking/ Scheduling
- Computer Skills (PowerPoint, Microsoft, Outlook, Excel, Google Docs, Dropbox)
- Customer Service
- Verbal Communication (including phones)

## LEADERSHIP, POLITENESS, PROFESSIONALISM, COMMUNICATION

- **Instructional Aid, Northern Humboldt High School District, McKinleyville, CA (Aug. 2014- Jan. 2016)** Always created a structure plan when have communicated with others in respect to everyone's time. Kept polite and asked clarification when shared views were indifferent.
- **Courtesy Corp Coordinator, Cal- Health Occupation Students of America, California (Feb. 2011- Present)** Approached students in a professional matter, and created a positive environment for students to talk without feeling judged.
- **Leadership Coach, Cal- Health Occupation Students of America, California (Feb. - Dec. 2012)** Maintained professionalism by teaching students about the importance of first impressions, and networking by viewing others as potential employers.
- **Server, SES-Pasadena, Pasadena, CA (Apr. 2014- Present)** Listened attentively and remained flexible in every situation to please the client. Kept lines of communication open between the team members in order to facilitate a successful event.
- **Server, Centerplate- Pasadena, Pasadena, CA (Feb. 2012- Aug. 2014)** Interacted with the clients to meet their requests. Worked in a fast pace environment setting up and breaking down after each event is concluded in a manner that meets the supervisor's expectation

## Experience

### SERVER | SPECIAL EVENTS STAFFING (SES) | APRIL 2014- CURRENT

- On-call server that works throughout Los Angeles county for private events and catering companies. Duties expected are different from one event to another, but basic requirements are customer service, serving, bussing, setting up, taking down, handling alcohol, and money.

### INSTRUCTIONAL AID | NORTHERN HUMBOLDT UNION HIGH SCHOOL DISTRICT | AUG 2014- JAN 2016

- One-on-One Instructional Aide where I work with a couple of special education students. My areas of focus are on their behavioral and academic progress. I document work progress for the administration and the parents on a daily basis.

**SERVER | CENTERPLATE | FEB 2012- AUG 2014**

- Throughout the Pasadena Convention Center, Autry Museum, and the Los Angeles Zoo I held different titles depending on the events. Some titles I represented was a barista, server, lead, and bartender. Customer service and success of the company was a primarily that included prep, set up, outstanding performance during event, and take down. These responsibilities were flexible between doing it solo or as a team.

**COURTESY CORP COORDINATOR | HEALTH OCCUPATION STUDENTS OF AMERICA | FEB 2011- PRESENT**

- Started off as being a student in this organization, and now on the Board of Directors as a Courtesy Corp Coordinator. I lead the success of the largest section of our state conference for this organization, so it runs smoothly and views everyone who participates. Paperwork and constant communication is valid all year long.

**References**

TOMMY NGUYEN	CO-WORKER, CENTERPLATE	626.354.4964
TONY KLOPSCHINSKI	SUPERVISOR, LA ZOO & AUTRY MUSEUM	818.799.4163
LOREN BENN	CO-WORKER, CENTERPLATE	626.826.1113