

Professional Summary

Energetic server with strong time management skills who thrives in a fast-paced, dynamic environment. Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving. Call Center Representative with expertise providing customer support in high call volume environments. Exceptional computer aptitude and telephone etiquette. Consistently rated "excellent" in customer surveys regarding server friendliness, promptness and attentiveness. Selected to serve notable VIP guests for major private events.

Skills

Organized and efficient	Guest relations professional
Quick problem solver	Adheres to customer service procedures
Thrives in fast-paced environment	Strong problem solving aptitude
Courteous, professional demeanor	Persuasive speaker
High Energy	

Work History

Server/Bartender

Olive Garden - Springfield, MO

- Assisted diners with obtaining food from buffet/serving table as needed.
- Assisted in maintaining preparation and service areas in a sanitary condition.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
- Consistently provided professional, friendly and engaging service.
- Delivered quality service by providing a warm and welcoming environment.
- Continually monitored dining rooms for seating availability, service, safety and well-being of guests.
- Quickly set up and cleared tables and stocked all service stations.
- Maintained clean dining room, lobby and service areas at all times.
- Provided friendly and attentive service.
- Quickly recorded transactions in MICROS system to deliver prompt service.

Call Center Agent

Vacations Made Easy - Springfield, MO

- Managed high call volume with tact and professionalism.
- Accurately documented, researched and resolved customer service issues.
- Mastery of customer service management systems and databases.

Reservations

Vacations Made Easy - Springfield, Mo

- Working with fellow team members in making reservations.
- In charge of double checking other team members work and verifying and/or fixing reservations.
- Coordinating with vendors over the phone to call and confirm reservations in an orderly and timely manner.
- Accommodating customers by answering questions over our website and helping them get the vacation they were looking for.

Education

Associate of Arts: General

Ozarks Technical Community College - Springfield, MO