



PLEASE PRINT

EMPLOYMENT DESIRED

PERSONAL INFORMATION

Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No ☐



Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_

### MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes \_\_\_\_\_ No ☒   
If so, describe: \_\_\_\_\_

### JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Jarrett McElhane Telephone No. (614) 915-8579

Address \_\_\_\_\_

Occupation: IT mgr Relationship: previous Employer Number of Years Acquainted: 3

Name: Karen Fayh-Parry Telephone No. (740) 475-9676

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: previous Emp Number of Years Acquainted: 10

Name: Karl Krout Telephone No. (614) 446-1219

Address \_\_\_\_\_

Occupation: ~~Barman~~ Manager Relationship: previous Coworker Number of Years Acquainted: 10



# **William Elias Hoffhines**

WE.Hoffhines@gmail.com

(614) 702-6007

## **-Education-**

High School Diploma - 2007

Current Student Pursuing a computer science degree

## **-Capabilities-**

- Experience working with customers and meeting countless needs in a timely fashion.
- Works well individually as well as within a team.
- A consistent goal setter able to multi-task well under pressure.
- A fast learner with high attention to detail and a strong work ethic.
- Advanced understanding of event coordination.
- Effective use of Communication Skills to keep cohesive bond between BOH & FOH
- Experience with advanced Customer relations and a "ServSafe" regulated environment

## **-Employment-**

### **OhioHealth IS Support Technician**

August 2015 – Current

- Use of Service Now to describe in detail the needs of the end user to the level 2 and 3 teams , build team, or administration/ security teams, in a timely manner in accordance to ITIL process and business need.
- Provide Phone support and use remote control software (SCCM) to troubleshoot and identify software and hardware issues.
- Solve problems as well as educate user on workflow within EPIC Software.
- Monitor the self-service ticketing system and call back end users and resolve issues that can be done remotely.
- Ensure customer satisfaction by staying on the line and testing outcome of resolution. Verbally ensuring there is nothing else the customer needs help with at that time and making sure they know where to turn when help is needed.
- Checking software management tools even when not obviously a problem to ensure the customer has every update they need to continue working accurately and efficiently.
- Accurately document any and all contact to provide knowledge base and example resolutions of common issues and fixes.
- Continuous brainstorming of new ways to provide customer satisfaction of enhancements and workarounds for common and uncommon issues. Effectively communicating these ideas to leadership in a timely manner.
- Effectively communicating with team members about any knowledge of systems that might be asked on the spot or for future knowledge base publications.

## **OhioHealth Customer Service Operator**

April 2014 - August 2015

- Answer incoming calls for nine OhioHealth locations as well as after-hours Dr.'s offices, including Home Reach Hospice care.
- Accurately and efficiently connect callers to the right location.
- Present a calm and reassuring "voice with a smile."
- Answer Emergency Code phone with precedents, accurately follow the Code procedure (page the correct individual, call the correct department, broadcast overhead at the correct hospital).
- Help confused callers in being connected to the right department, even when provided with minimal information.
- Give callers directions to certain hospitals and/or directions to departments within specific hospitals.
- Stay current with the computer based application used to answer and direct calls for OhioHealth.

## **Brio/Bravo Restaurant group-Server/Food Runner**

May 2011- April 2014

- Place/confirm complex orders for guest.
- Deliver fine dining cuisine in an appropriate manner.
- Ensure satisfaction of each guest.
- Communicate between guest and kitchen staff in a timely manner.
- Visually and/or verbally confirm guests have everything desired for dining.
- Set up and take down of large events (tables, chairs, place settings, sound equipment, etc)
- Banquet style serving (Conference, business meeting, wedding reception, baby shower, etc)
- POS order entry knowledge
- Assist customers with booking, tours of facility, and what is to be expected at any given event



**Servers Test**

Score / 35

**Multiple Choice**

- A. 1) Food is served on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A. 4) What part of a glass should you handle at all times?
- The stem
  - The widest part of the glass
  - The top
- D. 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
  - The creases should all be going in the same directions
  - The chairs should be centered and gently touching the table cloth
  - All of the above
- D. 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
  - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
  - Try to convince the guests to eat what you brought them
  - Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**

- |                          |                                                                                                                                                                                                               |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water                                                                                                                                 |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor                                                                                                                                                              |
| <u>G</u> French Passing  | D. Area for dirty dishware and glasses                                                                                                                                                                        |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored                                                                                                                     |
| <u>F</u> Corkscrew       | F. Used to open bottles of wine                                                                                                                                                                               |
| <u>C</u> Tray Jack       | G. Style of dining in which the courses come out one at a time                                                                                                                                                |



112 ✓

SIGNATURE OF BEARER / SIGNATURE DU TITULAIRE / FIRMA DEL TITULAR

Type / Type / Tipo	Code / Code / Código	Passport No / No du Passeport / No de Pasaporte
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2

USA

533739671

Surname / Nom / Age / sex

HOFFHINES

Given Names / Prénoms / Nombres

WILLIAM ELIAS

Nationality / Nationalité / Nacionalidad

UNITED STATES OF AMERICA

Date of birth / Date de naissance / Fecha de nacimiento

24 May 1989

Place of birth / Lieu de naissance / Lugar de nacimiento

OHIO, U.S.A.

Date of issue / Date de délivrance / Fecha de expedición

11 Sep 2015

Date of expiration / Date d'expiration / Fecha de caducidad

10 Sep 2025

Endorsements / Mentions Spéciales / Acreditaciones

SEE PAGE 27

Sex / Sexe / Sexo

2

Authority / Autorité / Autoridad

United States  
Department of State

USA

P<USAHOFFHINES<<WILLIAM<ELIAS<<<<<<<<<<<<<<<<<<<

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292-90-7862

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