

10870 Lorensen Rd
Auburn, CA 95602

❖ MELISSA MALDONADO ❖

310.921.0468
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Cicerone Certified Beer Server, Shift Leader, Bartender, Food Server

❖ RELEVANT SKILLS

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| <ul style="list-style-type: none">• 10 yrs Customer Service Experience• 10 yrs Food and Beverage Service Experience• 5 yrs Management Experience• Great ability to learn and adapt• Team player and Team Leader | <ul style="list-style-type: none">• Microsoft Office: Outlook, Word, Excel and PowerPoint• Professional Communication Skills• POS system proficient• Languages: Fluent Written/Spoken Span
Basic Written/Spoken Portuguese |
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❖ RELEVANT WORK EXPERIENCE

38 Degrees Alehouse and Grill, Alhambra, CA **Bartender, Server**

2012 - 2016

- *Educate customers on new beers and ensure a pleasant experience
- *Create new cocktails and stay up to date on changing food menu
- *Maintain cleanliness and safe work space and habits

Congregation Alehouse Chapters – Pasadena, Azusa, Long Beach, CA **Shift Leader, Bartender, Server**

2011 – 2013

- *Ensure Customers have a pleasant experience.
- *Pour beers, make cocktails, take food and beverage orders.
- *Change kegs, stock and maintain cleanliness of bar and floor.
- *Train new employees on policies and beer education.

Lucky Baldwin's Pub and Delirium Cafe – Pasadena, Sierra Madre, CA **Bartender, Server**

2007 – 2011

- *Able to work the bar and floor alone, and alongside co-workers.
- *Change kegs, stock, and maintain cleanliness of bar and floor.
- *Ensure customers satisfaction and beer education.

Nordstrom – California, North Carolina **Personal Shopper/Stylist**

2004 – 2007

- *Storewide Leader in Commission-based Sales and ranked as an All Star.
- *Ensure repeat customers and satisfaction.

❖ EDUCATION

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| • University of California, Los Angeles
<i>Honors B.A. Economics and Women Studies</i> | 2005 |
| • Polimoda Institute, Florence Italy
<i>History of Fashion and Costume Design</i> | 2006 |
| • Los Angeles Trade Technical College
<i>Fashion Design and Merchandising</i> | 2007 |

❖ REFERENCES

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| • Sarah Seddon - Restaurant Manager, Allagash Beer Sales Rep (928) 221 - 2018 |
| • Clay Harding – Restaurant Owner, Manager (626) 230 - 6666 |
| • Joey Joyce - Restaurant Supervisor (714) 422 - 4447 |