

# **Brooke Swan**

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## **OBJECTIVE**

To obtain a position as a bartender where my excellent customer service and maximum efficiency skills can be utilized to increase sales and improve customer retention.

## **QUALIFICATIONS**

- Certified in Bartending/Mixology
- Certification in Alcohol Awareness
- Working knowledge of Micros P.O.S.
- Proficient in working in a fast paced environment
- Committed to professionalism with personalized service
- Ability to maintain a clean and organized work space in compliance with safety and sanitation policy
- Ability to anticipate and meet customers' needs and preferences
- Exceptional schedule flexibility

## **EDUCATION**

### **Certification in Bartending/Mixology**

*Riverside National Bartending School*  
(100-hour Intensive Training Program)

2016-2016

### **Bachelor's Degree - Finance**

*California State University, San Bernardino*

2012-2014

Graduated with Honors, Dean's list – Fall 2012, Spring 2013, Summer 2013, Fall 2013, Winter 2014

## **PROFESSIONAL EXPERIENCE**

### **Project Manager (\$25/hr)**

2015-2016

#### ***LA Steel Services***

Wrote and distributed bid packages up to \$20m in worth, created and developed multi-level procedures for a small start-up company, negotiated, analyzed, and prepared purchase order agreements and subcontracts, prepared monthly job-specific billings, prepared company material cost, payroll, and revenue projection, collected agency revenue, and managed accounts payable and reconciled company contract management data

### **Senior Project Accountant (\$20/hr)**

2014-2015

#### ***Integrity Rebar Placers***

Collected agency revenue, audited inventory and other internal reports to ensure accurate billing, oversaw 80+ large jobs to ensure profitability, month-end financial reporting, collected current and outstanding debt, and managed accounts payable and reconciled company contract management data

### **Assistant Manager (\$14/hr +comm.)**

2012-2014

#### ***Piercing Pagoda***

Transformed the store from a non-profitable store to the top selling store in the San Diego region with the highest sales gain, increased store sales by 21% and increased the over-all volume level of the store, achieved the sales goals for the holiday season, which the store hadn't been able to do for the previous six years, and earned two promotions in one year

### **1st Assistant Manager (\$12/hr) + comm.)**

2009-2012

***Zumiez***

After hiring more than twenty seasonal sales associates, Zumiez only offered a permanent part-time position to me and one other associate, earned two management promotions within two months, earned two company trips by being one of the top sales people in the company (personal sales at Zumiez were over \$510,000), successfully hired and trained many sales associates and other assistant managers (two assistant managers I trained both received promotions in less than a year), employee of the Period for three periods, and top 1<sup>st</sup> Assistant Manager in the district for 2 periods

## **References**

**Phil Navratil**

Instructor

Riverside National Bartending School

(951) 371-6342

**Richard Rabay**

Supervisor

LA Steel Services

(951) 393-2013

**Lalli Banuet**

Supervisor

Piercing Pagoda

(951) 296-9220

**Robert Cardena**

Supervisor

City of Temecula

(951) 694-6444