

Professional Summary

Customer Service Representative highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player.

Skills

- Open Table
- POS
- Cash Handling/Register
- Open/Closing Procedures
- Food Handlers Card
- MAST Permit
- TED / Presto
- Time Management
- Car Research XRM/ ERA/ Dealer Daily
- Lightyear
- Microsoft Word/Excel
- Micros
- Team work

Education

The Art Institute of Seattle-

Photography

December 2014

Columbia College Chicago-

Musical Theater Performance/ Photography

June 2012

Work History**Media Coordinator/ Sales****Elegant Events Media**

03/2016-Present

- Schedule an in person or phone meeting with bride and or team to go over specifics, preferably at venue but not required.
- Put together a timeline with the bride for your use on the day of the wedding
- Make contact with wedding planner is bride has one
- Make contact with venue and ensure all necessary paperwork and loading information has been collected and that the team has been notified of loading instructions
- Check wedding webpage and make sure all information is correct, notify webpage designer if corrections are needed.
- Make sure keep and share calendar has been updated
- Make sure preferences sheet has been completed and that it has been forwarded to the team and editors
- Send confirmation text to team 1-2 days before wedding day
- Coordinate Media team day of
- Attend bridal shows and follow up with brides
- Provide quotes
- Put together packages based off needs of bride.

Event Coordinator**Wedding Possibilities**

02/2015- Present

- To learn how to promote a business
- To create invoices
- Social media posting
- Network and market the business
- Coordinate and design weddings/events

Independent Beauty Consultant**Mary Kay**

04/2015- Present

- To Consult, sell, and provide skin care products to women while teaching them how to take care of their skin and make them feel their most beautiful.
- Network
- Promote products and follow leads

Cashier/Admin**Lexus of Sacramento**

06/2015- 04/2016

- Answer Multi-line phones and transfer to appropriate places and take messages.
- Open and close cashier/ admin office
- Operate cash register
- File service records
- Update records
- Put together reports for our records and management office.
- Provide help to service manager and advisors

Server**Applebee's- Sacramento, California**

02/2015 – 07/2015

- Cleaned and maintained supplies, tools, equipment, and storage areas in order to ensure compliance with safety regulations.
- Provided exceptional service and management skills in the culinary industry by offering direct attention to customer needs, managing and mentoring staff to provide excellent customer service.
- Provide comprehensive support to waitresses, bar tenders, and the rest of the entire staff by helping facilitate the daily functions and operations of the restaurant
- Greeted customers, offered informed recommendations and assisted with selections.
- Maintain current product knowledge and awareness of all promotions and specials.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.

Showroom Coordinator/Receptionist**West Hills Honda- Bremerton, Washington**

07/2014 to 01/2015

- Provide Management up to date statuses of sales and guest location.
- Keep a paper track and computer track of customer's information, sales process, information to help the sales with their follow up's.
- Provide management with sales stats.
- Answer multi-line phones and transfer to appropriate places and take messages.
- Update Sales Logs
- Make Sales Folders
- Provide guest with Sales Personal.
- Open and Close procedures of the dealership.
- Training

Server/Room Server/Hostess/Busser/Expeditor**Jimmy's on First - Seattle, Washington**

01/2014 to 07/2014

- Provide comprehensive support to waitresses, bar tenders, and the rest of the entire staff by helping facilitate the daily functions and operations of the restaurant.
- Welcome guests by escorting them to their seats, make reservations, and provide solutions to answers in order to enhance their experience at the restaurant.
- Respond to phone inquiries, confirm reservations, and provide businesses with information about our services in order to attain new cliental.
- Take carry out and room service orders
- Prepare orders and deliver to guest
- Keep and maintain Cash drawer
- Cleaned and maintained supplies, tools, equipment, and storage areas in order to ensure compliance with safety regulations.
- Provided exceptional service and management skills in the culinary industry by offering direct attention to customer needs, managing and mentoring staff to provide excellent customer service.

Hostess**Sullivan's Steak House – Chicago, Illinois**

02/2012 to 08/2012

- Provide comprehensive support to waitresses, bar tenders, and the rest of the entire staff by helping facilitate the daily functions and operations of the restaurant.
- Assist management with event planning, meetings, training, and the development of skills.
- Welcome guests by escorting them to their seats, make reservations, and provide solutions to answers in order to enhance their experience at the restaurant.
- Respond to phone inquiries, confirm reservations, and provide businesses with information about our services in order to attain new cliental.
- Mail out correspondence and update database systems.

Barista**Starbucks Coffee- Chicago, Illinois**

03/2012 to 07/2012

- Provided comprehensive support and assistance to the Starbucks team, conducted various duties simultaneously which included but not limited to; selling, creating, and providing various coffee beverages to a multitude of customers.
- Sparked revenue through sales techniques and accurately maintained cash resources by computing sales prices, receiving, and processing payments.
- Cleaned and maintained supplies, tools, equipment, and storage areas in order to ensure compliance with safety regulations.