

## **Marcelo Ramos**

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### **Objective**

- Acquire a serving position in a professional, efficient, fine dining restaurant where I can work diligently as a team member to serve your patrons with exceptional and assertive service.

### **Service Profile**

- An extensive comprehension on basic wine, beer and food knowledge.
- Does well with team members and makes a positive attitude not only important for myself, but for those in my surrounding.
- Specialize in validating guest comfort and ensuring all customers are provided with a remarkable dining experience.
- Able to memorize food and beverage menu to affirm knowledge of product.
- Maintains a clean and orderly work place and admires a well-organized establishment.
- Welcomes feedback and productive criticism.
- TABC and Food Handlers certified.

### **Experience**

- **Ajo**, Round Rock TX. Dec 2015- Oct 2016

Ajo is a family owned and operated restaurant that serves farm to table, fresh ingredient entrees. Its variety of wines is where I gained most of my wine knowledge and its diversity in ingredients expanded my culinary knowledge. Wine dinners were held by the chef and his immaculate experience taught me the importance of persistent and prominent service and presentation of a wonderfully illustrated and thought out dish. Being such a small company, a team of me and 3 other servers were able to make an unknown, small family restaurant to one of the most popular locations in downtown Round Rock.

- **Eats on 8<sup>th</sup>**, Georgetown TX. Dec 2014-Nov 2015

Eats on 8<sup>th</sup> is an establishment very similar to that of Ajo. After differences lead the head Chef to depart with the business, he broke away from the company and began what is known as Ajo today. Eats on 8<sup>th</sup> is where all my knowledge on wine expanded extensively. Sampling and being familiar with wines ranging from regions in South Africa, Argentina and Chili, to the European regions of Bordeaux , Italy, and Spanish vineyards. My consistent work ethic and positive attitude helped me acquire the closing

shift every night I worked to ensure all side duties are distributed to my coworkers evenly to ensure the maintenance of the restaurant.

- **Texas Land and Cattle**, Austin TX. Oct 2013 - Dec 2014 and Aug 2010-Feb 2012

Texas Land and Cattle is steak restaurant where I learned the differences between steak cuts and temperatures. Here I learned the basics of wine pairing and service. City and state officials, companies and families would have their conferences, business meetings, and parties in our facility. I learned how to manage the environment of the customers on the basis of the reservation and the skill of mindfully serving a large group a 4 course meal without interruption. It also helped develop team work between me and my coworkers when organizing the service for a large reservation. I became familiar with local brewing companies such as Circle Brewing Co and 512 beers because of the companies loyalty to local vendors. After much diligence I was eventually inducted into the training team.

- **Lupes Tortillas**, Austin TX. Feb 2012- Oct 2013

Lupes Tortillas is a Tex-Mex styles restaurant famous for its fajitas. The fajitas and happy hour is what made working for Lupes so much fun. I learned the importance of fresh ingredients on all bases, from the vegetables on the plate to the fruits that are muddled in the drinks. Catering services were habitually asked for so I am familiar with organizing and being part of an off-site event.

- **Chilis**, Round Rock TX. July 2008-Aug 2010

Chili's is where I learned the basic on all fronts of the service industry. I learned the basics of consolidation when serving a section of tables while maintaining proper team work and keeping a clean restaurant. I also learned to admire the importance of organization when running a restaurant and maintaining the numbers on stock and product. After starting out as a busser and proving myself as a server, I became head server and part of the training team. After some time our restaurant was number 1 in the region for guest satisfaction and the location received special recognition from the company.

## Education

- HS Diploma. Hendrickson High School, Pflugerville TX.