

Ricardo Ramirez

SUMMARY OF QUALIFICATIONS

- Front-line guest service experience with resort and hotel consumers
- Experience with banquet waiter services

EDUCATION

A.S. Degree, Mechanical Engineering (in progress)
Santa Ana College

Santa Ana, CA
3.2 cumulative GPA

Level II Smog Inspector Certificate, October 2013

Hand Tool and General Safety Certificate Snap-on Industrial, October 2013

ASE A6 Automobile: Electrical/ Electronic Systems, October 2013

Auto Tech-Engine and Electric Certificate, August 2014

Auto Tech Chassis Service Certificate, August 2014

Program Coursework:

- Calculus I, II
- General Chemistry I, II
- Calculus based Physics I
- Oxyacetylene-Arc Welding I

EXPERIENCE

Fullerton Elks Lodge

Fullerton, CA

Waiter/Custodial/Event assistant

December 2012-Present

- Assist event guests on banquet services waiting tables
- Clean facility areas and stock facility supplies
- Prepare event with tables, chairs, decorations, hall lighting, and other event preparatory needs

Disney's Grand California Hotel and Spa

Anaheim, CA

Receptionist/Dispatcher/Houseman/Dishwasher

February 2011-2015

- Organize roll call meetings for management and employees
- Delegate housekeeping services, projects, and work orders
- Execute reports for room statuses, VIP guests, scheduling, and inventories
- Manage a minimum of forty phone calls per hour
- Record and verify all records of daily housekeeping operations
- Correspond with all hotel teams regarding guest concerns and requests
- Assist hostess with cleaning duties and lift objects 70lbs. and greater
- Operate cleaning machines for dishwashing needs

ADDITIONAL SKILLS

Software Programs

- Proficient in Microsoft Excel, Word, PowerPoint, Serrato DJ, Adobe Photo Shop, and Darkroom

Foreign Language

- Intermediate written and conversational Spanish