

Mona Anvari
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Fully Work Authorized • No Visa Sponsorship Required

PROFESSIONAL SUMMARY

Civil engineer with experience working at consulting engineering companies specialized in data analysis and AutoCAD drafting

Key Skills

- Customer service and communication skills
- Budget management, website management, data analysis
- Team building, community building, encouragement and empowerment
- Multilingual: English (Fluent), Persian (native), Turkish (elementary)
- Proficient in AutoCAD, Microsoft Office

EDUCATION

Bachelor of Science (BS), civil engineering,
BIHE

06/20/2010 - 06/10/2014

PROFESSIONAL DEVELOPMENT/AFFILIATIONS

- **Specialty Barista Training**, 1951 Coffee Company, Oakland, CA, Oct 2016
40-hour program focused on the basics of coffee brewing, espresso based beverage production, and customer service.

PROFESSIONAL EXPERIENCE

Server

Lavash, San Francisco, CA

Oct 2016 - Present

- Welcome new customers and serves house appetizer
- Take orders, prepare and serve drinks, and desserts
- Make sure that serving items are properly stocked and available as needed

Freelance AutoCAD drafter, English teacher
self-employed, Denizli, Turkey

12/01/2015 - 09/05/2016

- Coordinated client referrals through social media and freelance websites
- Developed and revised engineering blueprints and drawings using AutoCAD
- Consistently met the deadlines on each project

Freelance English teacher
self-employed, Denizli, Turkey

12/01/2014 - 09/05/2016

- Coordinated student referrals through social media to identify and recruit potential students
- Utilized audio, video, literature and conversation resources to create individual lesson plans for approximately eight students of varying ages (7-45 years old) and fluency levels
- Students graduated prepared to use English skills comfortably in conversations with native English speakers

Civil Engineering Intern
Radyab Engineering, Tehran, Iran

06/01/2014 - 09/20/2014

- Helped sales consultants perform demonstrations about seismic retrofitting products (e.g. fiber reinforced concrete).
- Researched retrofitting literature, helped engineers with performing tasks in different phases of project, visited project sites, provided and revised reports, and maintained company website.
- Created Excel spreadsheets according to seismic retrofitting codes, leading to faster and more efficient evaluation of projects
- Produced structural drawings in AutoCAD.
- Performed data and statistical analysis.

ADDITIONAL WORK EXPERIENCE

VOLUNTEER EXPERIENCE

Afra, Denizli, Turkey

Jun 2015 - Mar 2016

Teacher, Main Coordinator, and Board Member

- Taught English and math to Afghan and Iranian refugee children and young adults who had limited access to education and had language barrier at school.
- Managed to relocate and strengthen the organization under a tight budget with the help of the volunteers.
- Helped organize new campaigns to find potential children in need of empowerment and education.

1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- ☒ a) 20 minutes
- b) 30 minutes
- c) 60 minutes

2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- ☒ b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- ☒ a) 2 minutes
- b) 4 minutes
- c) 5 minutes

4) When steaming milk for a beverage, what temperature should you steam the milk to?

- ☒ a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- ☒ b) 20 seconds
- c) 10 seconds

6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- ☒ c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

7) You can re-steam milk _____?

- a) Only Once
- ☒ b) Never
- c) Sometimes
- d) Always

8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water
- ☒ e) 20 gr coffee to 300ml water

9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- ☒ c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

Name Mona Amar

Servers Test

Score / 35

Multiple Choice

68%

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- ☒ b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- ☒ c) On the right side with the left hand
- d) On the right side with the right hand

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- ☒ c) On the right side with the left hand
- d) On the right side with the right hand

4) What part of a glass should you handle at all times?

- ☒ a) The stem
- b) The widest part of the glass
- c) The top

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- ☒ d) All of the above

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- c) Try to convince the guests to eat what you brought them
- ☒ d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

- ☒ A Scullery
- ☒ B Queen Mary
- ☒ D Chaffing Dish
- ☒ E French Passing
- ☒ A Russian Service
- ☒ F Corkscrew
- ☒ E Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- ☒ D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time