

BOBBY SANDOVAL

(323)632-0407 | bobbysandoval112@gmail.com

OBJECTIVE

Obtain a challenging position where utilizing my skills will contribute to an inspiring enterprise and will enable me to grow as I develop new skills both professionally and personally.

PROFESSIONAL SKILLS

- New Business Lead Generator
- Management/Team Leader
- Microsoft Office: proficiency in Word, Excel, Outlook, PowerPoint
- Adaptability
- Data Entry
- Bilingual (English/Spanish)
- Data Entry
- Health Insurance Master Record (HIMR)
- Schedule Management

WORK EXPERIENCE

Reliable Resources

02/2016 – 08/2018 Los Angeles, CA

Office Manager

- Exceptional Customer Service
- Assign and monitor clerical, administrative responsibilities and tasks among office staff
- Co-ordinate office staff activities to ensure maximum efficiency
- Evaluate and manage staff performance recruit and select office staff
- Organize orientation and training of new staff members
- Coach, mentor and discipline office staff
- Design and implement filing systems
- Ensure filing systems are maintained and current
- Establish and monitor procedures for record keeping
- Ensure security, integrity and confidentiality of data
- Design and implement office policies and procedures
-

Whole Foods Market

03/2013 – Present Pasadena, CA

Team Leader/Meat Department

- Answer all customer questions
- Inform Customers of any discounts or specials
- Oversee onsite employees.
- Keep track of the inventory, and ensuring the proper stacking and storage of meat products.
- Determine storage and shelf life of all meat products as per food and safety norms.
- Understand the product requirements of chefs in restaurants and customers in stores.
- Ensures neat and proper display of meat products in the store.

White Bluffs Vintage

08/2008 – 05/2010 Los Angeles, CA

Operations Manager

- Performed primary tasks related to bookkeeping, marketing, advertising, and payroll.
- Managed hiring and firing employees of the organization.
- Kept abreast of the related industry current affairs and staying ahead of or keeping up with trends processes and methods.

- Studied the current market situations to know when to introduce new products and when to draw back old products from the market.

- Processed online orders.
- Oversaw management and office duties along with daily operations of the business.

NHIC CORP.

12/2001 – 08/2008 Los Angeles, CA

Medical Claims Examiner

- Resolved medical claims by approving or denying documentation; calculating benefit due; initiating payment or composing denial letter.
- Ensured legal compliance by following company policies, procedures, guidelines, as well as state and federal insurance regulations.
- Protects operations by keeping claims information confidential.
- Prepared reports by collecting, analyzing, and summarizing information.
- Ensured adjudicated claims timely and accurately in accordance with Medicare regulations and provide high level of quality service.

EDUCATION & CERTIFICATIONS

East Los Angeles College

- Sociology

Los Angeles, CA

In Progress

Salesian High School

- High School Diploma

Los Angeles, CA

2002

Name Bobby Sandova
Score 21 / 35

Servers Test

Multiple Choice

- 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

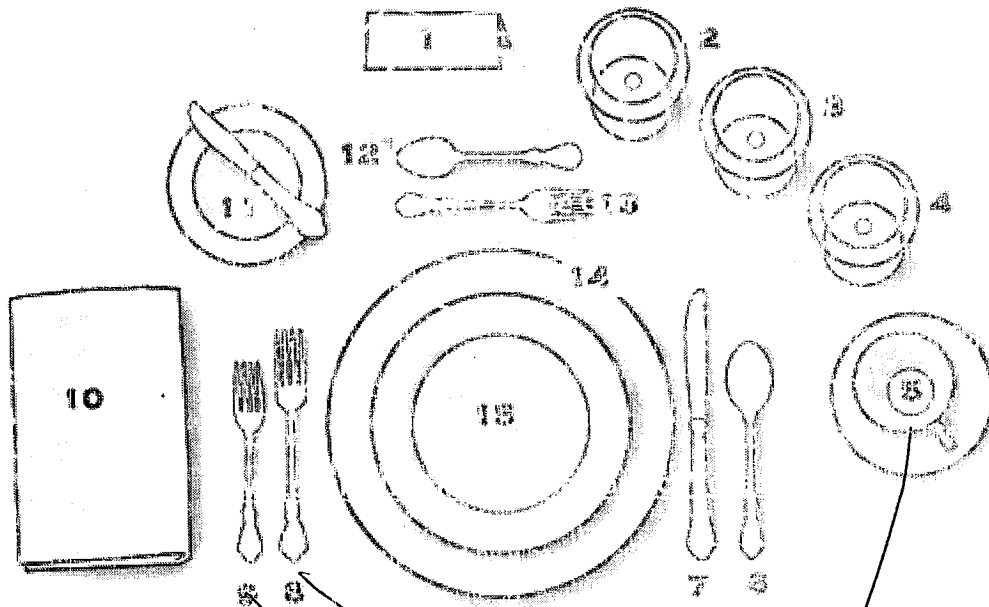
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>D</u> Scullery | <input checked="" type="checkbox"/> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <input checked="" type="checkbox"/> 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) |
| <u>A</u> Chafing Dish | <input checked="" type="checkbox"/> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <input type="checkbox"/> Area for dirty dishware and glasses |
| <u>b</u> Russian Service | <input checked="" type="checkbox"/> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <input type="checkbox"/> Used to open bottles of wine |
| <u>C</u> Tray rack | <input checked="" type="checkbox"/> Style of dining in which the courses come out one at a time |

Name Bobby Sandoval

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>23</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>5</u> | Salad Fork |
| <u>9</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>37</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 4 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream
- Synchronized service is when: all servers serve each course at the same time
- What is generally indicated on the name placard other than the name? table, seat
- The Protein on a plate is typically served at what hour on the clock? 3:00 10
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask the lead for proper accommodations.