

# Sharon T. Burns

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## Objective:

Proactive, customer-oriented Bartender/Server with experience in the catering industry and extremely skilled in mixing and serving specialty drinks. Reliable and productive with proven talent for teamwork, leading when necessary. Demonstrated ability to build rapport with customers, serving as a competent, knowledgeable and helpful guide. Willing and able to work long hours, including weekends.

## Skill Summary

- Exemplary customer service
- Cash handling
- Certificate in Alcohol Service
- Thrives under pressure
- Effective multi-tasker
  - Customer-focused
  - Bartender Mixology Certification
  - Wine pairing knowledge
  - Mathematical aptitude
  - Fast learner
    - Self-sufficient
    - Ambitious
    - Neat and orderly
    - ABC Certified
    - Team Player

## Experience

### Administrative Assistant

May 2015-Feb 2016

**Scene 360 Business Center**

Dallas, TX

- Oversee receptionist area including greeting visitors and responding to telephone and in person inquiries for information
- Handle all social media and public relations inquiries
- Screen resumes submitted to company and post openings to job boards
- Obtained needed signatures for all customer documents
- Assisted in event planning and obtaining all necessary supplies
- Set up employee meetings and employee-customer meetings
- Type up & emailed all meeting minutes to employees

### Cocktail Waitress

April 2015-October 2015

**House Of Blues Dallas**

Dallas,

TX

- Ensured 100% guest satisfaction
- Maintained cleanliness of floor
- Entered guests drink & food orders into the POS system
- Upsold when appropriate
- Sold customer membership packages

## **Event Bartender/Server**

**October 2014- January 2015**

Hand selected from a class of 100 at Royal Bartending School to bartend and/or serve at various private parties and events.

### **A Shot Above**

**Los Angeles, CA**

## **Cocktail Waitress**

**July 2014 – September 2014**

### **Dallas Gentlemen's Club**

**Dallas, TX**

- Routinely checked identification of patrons purchasing alcoholic beverages.
- Maintained a consistent, regular attendance record.
- Accurately recorded sales, made correct change and prepared charge slips for guests.
- Effectively and calmly resolved situations with intoxicated guests.
- Immediately informed supervisors of any problems or unusual situations and took appropriate action.
- Displayed friendly, outgoing and energetic behavior to create a warm, fun atmosphere for guests.
- Upsold products when appropriate.

## **Waitress**

**June 2013 – July 2014**

### **Olive Garden**

**Dallas, TX**

- Set up storeroom and work areas to allow easy access to stock items.
- Adeptly retrieved orders from storeroom and stored back-up supplies needing refrigeration for later use.
- Carefully followed alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
- Entered orders into the computer system quickly and in proper sequence.
- Actively promoted a cooperative and harmonious working climate to boost morale, productivity and efficiency.
- Consistently monitored guest consumption of alcohol and appropriately intervened as needed.
- Consistently exhibited a calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set a positive example for the shift team.
- Thoroughly cleaned and sanitized work area including mopping and sweeping, washing display cases, wiping down prep areas and equipment, washing utensils and dismantling and cleaning machinery.
- Obtained customer payment promptly and politely.

## **Education:**

**October 2014**

### **Royal Bartending School**

**Ontario, CA**

- **Nationally Certified Bartender License** **GPA: 3.5**
- Taught how to perform in high volume calmly and proficiently
- Mastered 15 drinks in 7 minutes for final exam and Mastered a written test in relation to alcohol knowledge
- Mastered various types of drinks including Martinis, Colada's, Margaritas, Zombie, Cream, highballs, and shooters.