

# CAITLIN MITCHELL

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## WORK HISTORY

### **Thunder Valley Casino - Bartender, High Steaks Steakhouse**

Lincoln, California • 07/2018 - Current

- Provide four-diamond services to all guests at all times
- Able to suggest alcoholic mix-drinks to guests based on knowledge in the industry as well as food, and always upselling when possible
- Recognize and engage with regulars on a day to day basis providing engaging-genuine service
- Maintain bar cleanliness and standards in a neat and orderly fashion at all times

### **Chevy's - Manager/Bartender/Cocktail/Dining Room Server**

Rocklin, CA • 04/2014 - 07/2018

- Chevy's, Elk Grove/Roseville/Auburn/Rocklin, Annual Sales Volume: \$2.5 Million Achieved 16% Liquor Costs vs. 18% budget
- Responsible for food and beverage ordering and inventories to ensure restaurant stays within budget weekly
- Hiring, and developing a strong FOH team including HOH team members
- Understanding profit and loss
- Organizing and maintaining a supply budget each period
- Effectively promoting the catering/banquet/buffet business through marketing techniques
- Ensure FOH/HOH team is productive and stays on task as well as monitoring staff to ensure compliance with state employment regulations

### **Douglas Dental and Orthodontics - Front Office Coordinator**

Roseville, California • 03/2015 - 05/2017

- Providing the utmost care and concern with patients
- Dental billing and coding, collections, treatment planning, secure financial commitment to provide treatment, insurance benefits, maintaining and building General Dentist schedule as well as Associate Dentist and Hygienists
- Accurate record keeping performed in a high-paced environment
- Sterilize, assist, and perform x-rays when needed
- Answer and manage incoming phone calls

## PROFESSIONAL SUMMARY

Hardworking and motivated individual with dedication to excelling in tasks and learned skills. Possessing superior customer communication skills to maintain existing customer relations as well as ideas for working with prospective customers. My goal is to become a productive asset within the company that has a challenging, energetic and professional work environment with an opportunity for growth.

## SKILLS

- Excellent communication skills
- Detail oriented and ability to multitask
- High degree of efficiency with accuracy
- Effective time management skills
- Great interpersonal skills
- Proactive team player
- Reliable and punctual
- Ability to work under pressure and meet deadlines
- Highly organized
- High confidentiality
- Social perceptiveness
- Flexible schedule
- Problem-solving skills
- Professional demeanor

## EDUCATION

### **Victory High School**

Rocklin, California

### **High School Diploma**

### **Carrington College California - Sacramento**

Sacramento, CA • 2013

Dental Assisting