

Brenda A. Elliott

Hospitality/Service Professional

Berkeley, CA 94720
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I will deliver exceptional guest service and market the brand with style. I will bring a positive attitude and great work ethic to the company as I excel as a productive member of the team. I am happy to return to my home State of California and be a successful member of a great company and the community.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

UBER Driver Partner

UBER - Bay Area, California - San Francisco Bay Area, CA - April 2017 to Present

I deliver excellent guest/customer service as a representative of a major ridesharing service/company.

Culinary Worker

Culinary Workers of America - Las Vegas, NV - January 2006 to February 2016

Responsibilities

I completed all responsibilities and tasks that were required at each particular job that I was dispatched to. I have worked at many resorts (including Four Diamond and Forbes rated), venues, and special events in Las Vegas as a result of being dispatched. I have held many positions (cashier, hostess, server, busperson, cook, dishwasher, and porter) due to being dispatched. I delivered excellent guest service at every position, every time, as it is my specialty. I enjoy the service industry and can bring a positive demeanor and "can do" attitude to work every day. I also worked in many world class resorts as an in-house team member over the years as I was hired due to my own diligence in establishing myself in the industry.

Accomplishments

I had great and positive impact on many visitors that came to Las Vegas to enjoy the resorts, special events, concerts, and conventions.

Skills Used

I demonstrated my public speaking skills in terms of delivering excellent guest service, creating and driving sales, and also my sense of being a team member. I also demonstrated my excellent cash and food handling skills.

Pantry Worker

MGM Resorts Int'l - Las Vegas, NV - January 2015 to June 2015

Responsibilities

Prepare all food as directed by the Chef's Team. I was placed "on-call" as of 06/21/2015 and have not been offered a shift since that time.

Accomplishments

I was able to create and present beautiful and delicious food as offered on the menu.

Skills Used

I demonstrated my culinary skills and passion for great, beautiful, delicious food. I was also able to contribute my attention to detail, skill for following directions, and was a contributing member of a team in a large operation.

Show Control

Universal Studios Hollywood - Universal City, CA - June 1995 to October 2008

Responsibilities

I delivered excellent guest service to all visitors that came to the world's largest working movie studio and theme park. I created great and memorable experiences for all of our guests and was also involved in many community activities via the company. Additionally, as a team member of this incredible company, I had the opportunity to participate in many activities involving the Make A Wish Foundation. I maintained all health and safety standards and worked as a member of the Entertainment Division.

Accomplishments

I was able to create many memorable guest experiences and deliver outstanding service to all the visitors. I worked on the Entertainment Division's crew for two years which enabled me to learn and become proficient at special effects including pyrotechnics at all the live shows. Most of my time at this wonderful company was spent as a member of Show Control in the Entertainment Division which enabled me to deliver excellent service, promote the live shows and seat all guests, and provide a welcoming atmosphere to all of our visitors.

Skills Used

I demonstrated my ability to speak in front of large groups of people and deliver superior guest service. I was also able to delight our guests while preparing them to enjoy our live shows. As a member of a large team, I was able to fine tune my communication skills, team building and team player skills, and also accomplish many things for the company and for our guests by maintaining great working relationships with many departments in the company.

EDUCATION

B.A. in Criminal Justice

California State University - Sacramento, CA

1983 to 1985

A.S. in Criminology

City College of San Francisco - San Francisco, CA

1981 to 1983

SKILLS

Cash Handling (Various POS Systems) (10+ years), Security Officer/Host (Private) (10+ years), Delivering Outstanding Guest Service (10+ years), Culinary Industry (FOH and BOH Positions) (10+ years), Typing (50+ WPM) (10+ years), Host/Hostess (5 years)

GROUPS

Screen Actors Guild/AFTRA Member

1995 to Present

I am currently a proud member of the Screen Actors Guild/AFTRA Union.