

**Chip Alan Shiner**  
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## **OBJECTIVE**

To become an integral team member where my existing experience, excellent communication skills and tenacious work ethic will support the organization's goals.

## **EXPERIENCE**

### **Server/Bartender/Barista**

#### Il Volo

**08/15-Current**

- Deal with providing fine dining service to a variety of customers
- Forge well-built relationships with the customers, staff members, guests and team organizers
- Recommend and serve wine and beer based upon the customer's needs, upselling when appropriate
- Make espresso, cappuccinos, lattes, and other coffee based drinks
- Filet several varieties of fish tableside
- Responsible for preparing desserts

### **Sales Assistant**

#### El Sol Real Estate

- Handle incoming calls for three agents working outside the office
- Follow up on time sensitive leads to gather necessary information for agents
- Document all communications with database software
- Provide customer service in person and over the telephone
- Responsible for taking and giving general information at open houses
- Licensed Realtor

### **Marriott Associate**

#### Marriott Fort Collins

- Repeatedly recognized by the General Manager and Hotel Management for cross-selling abilities
- Consistently upheld the Marriott brand's commitment to quality, consistency, and personalized service
- Entrusted with managing large cash till and was recognized for never having errors
- Repeatedly received strong performance reviews from hotel management for advancing larger company goals
- Effectively and efficiently managed concurrent obligations of school and work

### **Auto Sales**

#### Riverside County's Credit Union (Currently Altura Credit Union)

- Began as a sales assistant to Danny Santos an Auto Expert and was quickly promoted to Auto Broker
- Developed a new business unit at a partnering Credit Union to provide Auto Brokering services
- Established leads and developed relationships with potential clients
- Represented clients interests while brokering auto purchases from auto dealerships and outside brokers
- Negotiated contracts, lease agreements, and financing options which would add-value to clients
- Completed customer fulfillment by arranging delivery of cars to a client's homes, business, or branch office
- Created and maintained strong relationships with external suppliers of cars and internal providers of sales leads

## **EDUCATION**

### **California State University – San Bernardino**

#### San Bernardino, CA 2012–Current

- General business studies with an emphasis on financial studies

### **Glendora High School**

#### Glendora, CA Graduated

- General Coursework including Math, Sciences, Social Studies, History, and Musical Performance.