

# ADRIANA AVILES

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## Career Focus

*Recently moved from Virginia, now living in Los Angeles, CA. A very detailed-oriented student with strong technical skills and the ability to learn concepts quickly. Ambitious and eager with excellent research, time management, and problem solving skills.*

**Education:** Northern Virginia Community College, current student  
AA Liberal Arts, International Studies

Gar-Field SR High School, 2010  
Woodbridge, VA

## Work Experience:

### Program Coordinator

04/2016- 08/2017

NTS Unitek Centreville, Virginia

- Monitors and administers program/project revenues and expenses.
- Provide administrative support in the development, marketing of the program with customer Lockheed Martin
- Liaison between staff and customer on day-to-day programmatic, operational and administrative issues, special projects and problem solution,
- Generate seven different bills to subsidiaries within Lockheed Martin Corporation.

### Waitress

03/2017- 08-2017

Glory Days Burger & Grill Manassas, VA

- Took care of customers' orders
- Tried to upsell as much as I could especially when there were promotion or new food items
- Made sure food and drinks came out on time.

### Analyst

09/2015-03/2016

I4Now Solutions Falls Church, Virginia

- Contract with the United States Department of Agriculture
- Part of the Intake team, run reports and initiates corrective action as necessary to ensure accuracy and completeness of administrative information.
- Carry out inspections on incoming material to verify validity of content
- Received Inbound and made outbound calls when needed.
- Sent call reports to escalate problems
- Sent information packages to customers who request and who want to apply for the SNAP Program

**Retail Sales Consultant**  
AT&T Alexandria, Virginia

08/2014-09/2015

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- Manage service inquiries and sales
- Attain sales objectives and customer service

### Waitress 04-2014

01/2014-

*Cheeseburger in Paradise Woodbridge, VA*

- Took care of customers' orders
- Tried to upsell as much as I could especially when there were promotion or new food items
- Made sure food and drinks came out on time.

### Administrative Assistant

08/2012-08/2013

*Department of Tax Administration, Fairfax, Virginia*

- Processed and balanced expenses; prepared property tax receipts for deposits, business license fees and general collection payments
- Assisted with the processing of personal property tax filing, to include business licenses
- Managed the IAS World System; iNovah system; Telnet system, Vita system, and IAS 4.0 systems for accuracy and database control
- Managed and verified taxpayer transactions for accuracy

### NIV – IV Visa Applicant Specialist 2/QS-3

05/2011-06/2012

*CoTS Inc., Fairfax, Virginia*

- Consolidated, prepared and drafted official Visa inquiries to pertinent embassies
- Prepared and assisted with embassy appointment scheduling
- Compiled, routed, disseminated, and filed VISA inquiries to accurate Lawyers
- Answered general inbound/outbound calls

### Sales Associate

10/2010-05/2011

*Guess? Inc, Woodbridge, Virginia*

- Assisted with retail inventory and shipping of merchandise
- Responsible for opening/closing of store
- Accountable for handling of register monies

### Additional Training/Skills:

- Certificate Global Support Strategies for Visa Services Contract
- Microsoft Office
- Fluent in English/Spanish
- Multi-tasking
- Typing 55-57 WPM
- Planning/Coordinating
- Excellent communication skills



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