

Lorenzo Moss

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Objective

Motivated and experienced craft mixologist/bartender/server, seeks like position. Excellent customer relations and team building skills. Natural leader with the ability to motivate others and provide exceptional service.

Employment History

Concierge

Dec.2016-Present NFC Amenity Management, (Dallas,TX)

- Standing and greeting residents and guests according to company standards.
- Maintaining ownership of the process of resolving resident and guest complaints.
- Interact with all residents, showing genuine appreciation
- Provide knowledgeable and comprehensive information about the surrounding areas.
- Promptly answer, record, and complete all resident requests, phone calls, questions, or concerns.
- Assist in the scheduling of move-ins and move-outs.
- Scheduling and facilitating deliveries and residents' moves.
- Monitoring surveillance cameras.
- Monitoring and securing the lobby.
- Walking the premises to ensure that the highest standards are being maintained.
- Complete requests for services, such as but not limited to dry-cleaning pick-up and drop-off, event planning, pet walking, housekeeping, grocery delivery, etc.
- Facilitating contractor check-ins and check-outs and cultivate relationships with the company's preferred vendors.
- Facilitating realtor and potential buyer visits. And much more

O.T./Personal Caregiver

May. 2015-Present Allied Home Health Agency, (Dallas TX)

- Care and nurse patients back to good health. Also provide needed assistance to immobile or disabled clients with everyday tasks; i.e. shopping, escorting, laundry etc.

Bartender

Jan. 2014-Feb. 2015 Hotel Gaythering, (Miami, FL)

- Learn and create one of a kind craft cocktails, with fresh and sometimes unusual ingredients. At super high volume, made sure EVERY guest got EVERY drink(most having 9+ ingredients) the EXACT way EVERYTIME. Made schedules, some inventory and a lot of prep work; including making in-house bitters and mixes.

Bartender/(D.T.)Server

Oct.2011-Jan.2014 The Cheesecake Factory, (NY,TX,CA,FL)

- Learn a vast menu. Being able to take guests food orders and make drinks in timely manner. As a DT-designated trainer, had the ability of traveling and opening new stores.

Education

2003-2007 Columbia College-Chicago, Chicago,IL

- Bachelor of Arts
- Previous Music Video Work

References

Gordon Jackson(Video Corps of America/MLB) 646.285.1458

Ricky Simmons(Velocity Consulting Services, LLC-President) 214.396.1566

Derek Becker(Saber-travel network- Director of Latin America, Carrib. Mex) 305.332.2499

Awards/Interests

(#2 “Best/Favorite Bartender ” ‘14) Pink Flamingo Awards(Miami, FL)

(“Best Margarita” ‘14) Pink Flamingo Awards, Wire Magazine(Miami, FL)

(“Best New Boutique Hotel” ‘14) Pink Flamingo Awards(Miami, FL)