

Ayana M. Pergadia

600 S. Alvarado St #306 | Los Angeles, CA 90057 | 314-659-6042 | apergadia003@gmail.com

EDUCATION

The University of Kansas
Bachelor of Science in Communications
Minor in Business

Lawrence, Kansas
Graduated: December 2013

Relevant Skills: Advanced skills in using Microsoft software and marketing programs such as Salesforce, Canva, and Constant Contact. Administrative and Data Entry Experience. Excellent Customer Service and Interpersonal Skills. Strong Organization and Time Management Skills.

PROFESSIONAL STATEMENT

Driven and enthusiastic communications professional with a desire to use my skills in a customer oriented environment. Obtains strong interpersonal and customer service skills to engage and maintain customer relations. Experience in facilitating support services and office management. Received awards for excellence in customer service and leading team projects.

PROFESSIONAL EXPERIENCE

Alliance Inspection Management, Account Support Representative **Long Beach, CA**

April 2017- Current

- Handle all inbound calls from customers performing a high level of communication and customer service.
- Respond promptly to any customer inquiries regarding their account or orders
- Train customers to use our AIM Dealer ordering system and MarketConnect Marketing software to upload and sell their vehicles..
- Strong use of Microsoft Excel to perform daily reports for important clientele on vehicle inventory and inspections that helps customers and management maintain their accounts.
- Responsible to price and post vehicle inventory on behalf of select customers and have done so with no arbitrations.

The Nutty Bites, Food Runner

St. Louis, MO

September 2015- Current

- Maintained professional service while tending to, on average 100 customers, during a typical night shift
- Assisted with daily restaurant operations such as answering phones, taking reservations or to-go orders, greeting and seating restaurant patrons
- Communicated orders to the kitchen staff and ensured that all orders were accurate and on time
- Consistently handled money and payment transactions.

West One Promotions, Brand Ambassador

St. Louis, MO

September 2014- August 2015

- Measured and reported the performance of pricing and contract performance.
- Engaged and interacted with consumers to create a demand for products.
- Worked closely with management to administer merchandising activities affecting brands

Hilton Airport Marriott, Barista

St. Louis, MO

August 2014- August 2015

- Assigned to mentor new hires and train in workflow procedures, drink preparation, beans and roasts, and sanitation.

Aysha M. Poddar

300-2 Avenue 12800 10th Avenue, CA 90023 | 314-220-8445 | aysha.poddar@company.com

EDUCATION

12th Grade, May 2013
Graduation Diploma

University of California, Berkeley
Bachelor of Science in Communication
Minor in Business

Graduate, Caesar San Cesario Charter Aquinas High School Diploma, California
Honors: Gold Medalist and Two Merit Awards
Graduate, Catholic High School Diploma, Bishop O'Connell High School, Virginia
Graduate, Saint Paul's School, New Hampshire, USA

PROFESSIONAL STATEMENT

Driven by a passion for communication, I thrive in a fast-paced environment. As a graduate of a top-tier university, I have developed strong communication skills and a deep understanding of the industry. I am a natural leader and a team player, always striving to exceed expectations. My experience in marketing, sales, and customer service has provided me with a solid foundation for success. I am excited to bring my skills and expertise to your organization.

PROFESSIONAL EXPERIENCE

Marketing Department, Acme Supply Company, Los Angeles, CA
April 2015 - Present
Responsible for managing customer relationships, developing marketing strategies, and creating promotional materials. Developed a new marketing campaign for the company's 25th anniversary, resulting in a 15% increase in sales. Collaborated with the sales team to identify target markets and develop product offerings. Monitored market trends and competitor analysis to stay ahead of the competition. Conducted market research to identify new opportunities for growth. Developed a new website and social media presence. Managed the company's email newsletters and direct mail campaigns. Developed a new marketing campaign for the company's 25th anniversary, resulting in a 15% increase in sales. Collaborated with the sales team to identify target markets and develop product offerings. Monitored market trends and competitor analysis to stay ahead of the competition. Conducted market research to identify new opportunities for growth. Developed a new website and social media presence. Managed the company's email newsletters and direct mail campaigns.

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- Memorized names and preferences of individual customers to provide friendly, personalized service, and in turn, built a loyal customer base.
- Enter drink orders into computerized cash register; handle cash and make change; process credit cards; open, close, and balance drawer.
- Utilize knowledge of coffee drink combinations to prepare highly-specific coffee drinks; stock workstations; maintain sanitary and tidy work area.

Shawnee Mission Pizza, Bartender/Server

Mission, KS

January 2013- August 2015

- Delivered professional and timely customer service in a sometimes stressful and chaotic environment.
- Dedicated to ensuring customer satisfaction by remaining accessible and friendly
- Exceptional interpersonal skills with an aptitude for building rapport with a diverse group of people, talent for quickly resolving issues prior to escalation

KU Dining Services, Barista

Lawrence, KS

August 2012- August 2014

- Provided excellent customer service to patrons
- Used organization and time management skills to provide efficient and service
- Ran and handled the cash register independently
- Worked with team members to acc

References Available Upon Request

Name AYAN PEROPA
Servers Test Score / 35

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 dinning 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

A Scullery

Metal buffet device used to keep food warm by heating it over warmed water

B Queen Mary

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)

C Chaffing Dish

Used to hold a large tray on the dining floor

D French Passing

Area for dirty dishware and glasses

E Russian Service

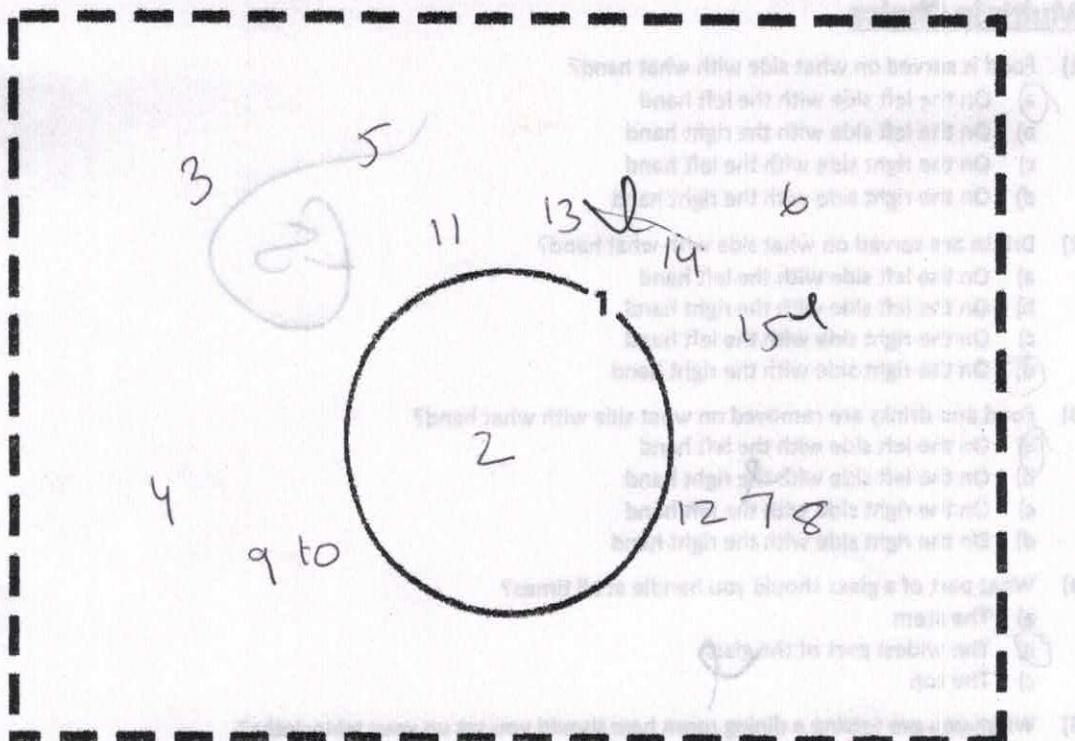
Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

Used to open bottles of wine

G Tray Jack

Style of dining in which the courses come out one at a time

**Draw a formal place setting containing all of the following:**

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> Service Plate | <input checked="" type="checkbox"/> Teaspoon | <input checked="" type="checkbox"/> 13. Water Glass |
| <input checked="" type="checkbox"/> Salad Plate | <input checked="" type="checkbox"/> Soup Spoon | <input checked="" type="checkbox"/> 14. Red Wine Glass |
| <input checked="" type="checkbox"/> Bread Plate & Knife | <input checked="" type="checkbox"/> Salad Fork | <input checked="" type="checkbox"/> 15. White Wine Glass |
| <input checked="" type="checkbox"/> Napkin | <input checked="" type="checkbox"/> Dinner Fork | |
| <input checked="" type="checkbox"/> Name Place Card | <input checked="" type="checkbox"/> Dessert Fork | |
| <input checked="" type="checkbox"/> Tea/Coffee Cup & Saucer | <input checked="" type="checkbox"/> Dinner Knife | |

Fill in the Blank

1. The utensils are placed 12 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? MILK + SUGAR.
3. Synchronized service is when: All servers start the dishes at the same time.
4. What is generally indicated on the name placard other than the name? Table number.
5. The Protein on a plate is typically served at what hour on the clock? top of hour.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

INQUIRE WHAT THE SPECIALITY DINNER IS & THEN LET THE GUEST KNOW.