

Ayana M. Pergadia

600 S. Alvarado St #306 | Los Angeles, CA 90057 | 314-659-6042 | aperqadia003@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
September 2015- Current

St. Louis, MO

- 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
September 2014- August 2015

St. Louis, MO

- 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
August 2014- August 2015

St. Louis, MO

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

Ayana M. Peragallo

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

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PROFESSIONAL EXPERIENCE

- Alibon Insurance 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 update and sell their vehicles.
 - Strong use of Microsoft Excel to perform daily reports for important clients on vehicle inventory and inspection that helps customer and management maintain their accounts.
 - Responsible to check and post vehicle inventory on behalf of select customers and have done so with no mistakes.
- The Hungry Blues, Food Runner**
St. Louis, MO
September 2016 - 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.
 - Constantly handled money and payment transactions.
- West One Promotions, Brand Ambassador**
St. Louis, MO
September 2014 - August 2016
- Measured and reported the performance of pricing and contact performance.
 - Engaged and interacted with consumers to create a demand for products.
 - Worked closely with management to monitor marketing advertising activities affecting brand.
- Millen Airport Market, Bartender**
St. Louis, MO
August 2014 - August 2016
- Assigned to monitor new hires and train in workflow procedures, drink preparation, beers and cocktails and sanitation.

- 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

Reference Available Upon Request

We look forward to your response to our

and will provide the necessary information

and management will be provided to you

August 10-12, August 20-22

Kelley Dining Services, Boston

Enclosed, \$5

- Please contact the person with the group of people
- Located in a building with a group of people
- We would like to see you in person

January 10-12, August 20-22

Boston, MA 02118

Enclosed, \$5

- We would like to see you in person
- Located in a building with a group of people
- We would like to see you in person
- Located in a building with a group of people
- We would like to see you in person
- Located in a building with a group of people

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

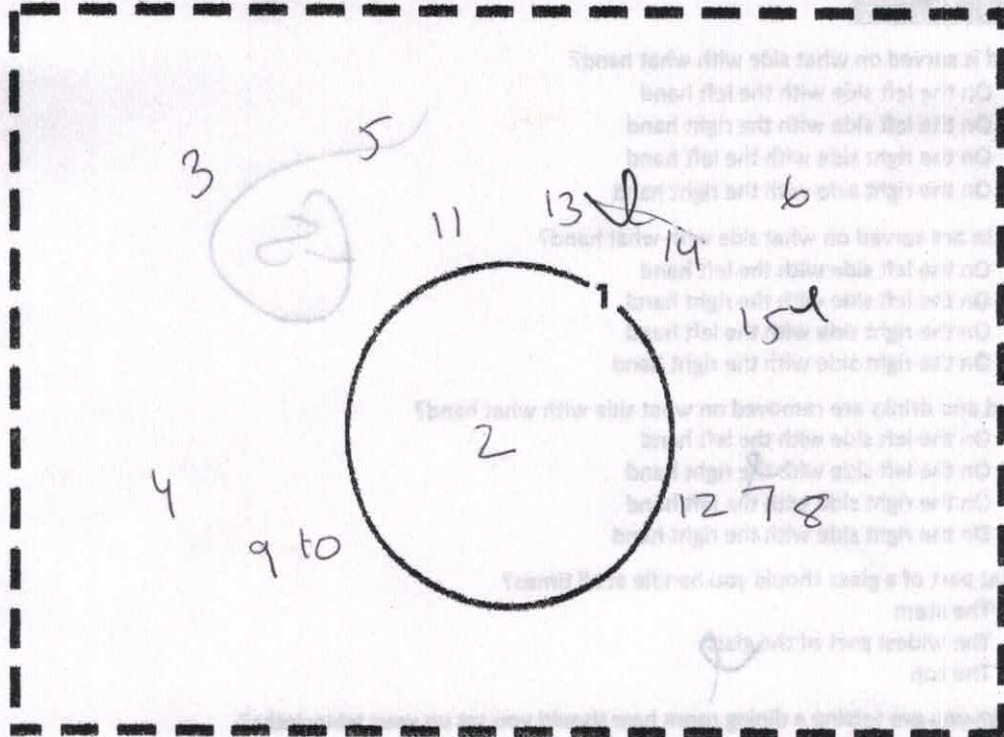
Match the Correct Vocabulary

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

Name ALISA PERGAMIA

Servers Test

Score / 35



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"/> 10. Dinner Fork | |
| <input checked="" type="checkbox"/> Name Place Card | <input checked="" type="checkbox"/> 11. Dessert Fork | |
| <input checked="" type="checkbox"/> Tea/Coffee Cup & Saucer | <input checked="" type="checkbox"/> 12. Dinner Knife | |

Fill in the Blank

- The utensils are placed 12 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? MILK & SUGAR
- Synchronized service is when: ALL SERVERS START OR DISHES AT ONCE
- What is generally indicated on the name placard other than the name? Table Number
- The Protein on a plate is typically served at what hour on the clock? top of hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

INQUIRE WHAT THE SPECIALTY DINNER IS & THEN LET THE GUEST KNOW