

# Cristina Rodriguez

74 Randolph Road, Plainfield, NJ 07060

Cell#: 347-962-7360

Email: [cro8396@yahoo.com](mailto:cro8396@yahoo.com)

concession  
server

Plainfield  
NJ  
6/5/18  
10am  
cro8396@  
yahoo.com

## SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas.  
Reliable and driven, with strong time management and prioritization abilities.

## PROFESSIONAL EXPERIENCE

**Document Technology, Inc. (DTI) – Parsippany, NJ**  
**Office Service Specialist**

**October 2015 – Present**

- Responsible for the design, set-up, tracking, management, delivery, and quality of all Digital and Litigation services for the firm.
- Performed all functions of imaging workflow to assist production staff meet customer expectations and deadlines (Included, but not limited to: Created jobs in scanning and printing software, per client requirements; Manipulated data in preparation for client deliveries; Troubleshot problems encountered in workflow process and implemented solutions; Exported and imported data into various software packages; Performed quality control checks on final product and deliverables.)
- Prepared project status reports for internal distribution.
- Prepared and maintained cost analysis reports for projects, P&L and Cost management.
- Coordinated client billings for projects.
- Responsible for understanding project requirements, production procedures and meeting established production goals with acceptable quality levels.
- Ensure that incoming public inquiries and staff mail is correctly opened, logged, date stamped, and sorted into traditional categories for distribution to appropriate units and staff.
- Sort mail for distribution in various ways.
- Assist in the organization of the unit mail management system.
- Operate telephone switchboard to answer screen or forward calls providing information taking messages or scheduling appointments
- Greet persons entering establishment determine nature and purpose of visit and direct or escort them to specific destinations
- Manage conference and meeting room bookings internally

**McDonald's - South Plainfield, NJ**  
**Fast food counter Attendant**

**November 2013 to January 2015**

- Greeted guest instantly upon their entrance with a smile
- Took and entered guests' order by means of a computer
- Made bills for fast food by means of a computer and cash register
- Replied to all questions to the best of ability
- Resolved any problems rapidly and to the guests' satisfaction
- Cooked and fried and fast food items at a take-out counter
- Performed light cleaning duties for example sweeping and mopping

**Park Avenue Dinner - South Plainfield, NJ**  
**Waitress/Hostess**

**August 2012 to September 2015**

- Greet guests and accompany them to their tables
- Present menus and respond to any questions regarding menu items
- Serve food and beverages
- Ensure simultaneous preparation of all orders for a single table and serve in a professional and

courteous manner

- Check regularly with guests to make sure that they are enjoying their meals
- Informs patrons of each day specials
- Describe meal constituents and cooking methods to guests
- Take dishes and glasses away from table and counters
- Prepare list of overall meal costs along with sales taxes
- Clear tables and set them before and after the guests left

**Lincoln Square Neighborhood Center - Manhattan, NY**

**Summer 2011**

**Volunteer Camp Counselor**

- Provided necessary guidance and support to campers
- Assisted in the supervision of activity groups
- Created group unity and provided opportunities for each camper to experience success
- Assisted in teaching an activity
- Adhered to all camp's policies and regulations
- Was a positive role model for children
- Worked closely with co-counselor to identify and meet camper needs.

**LANGUAGE**

- English

**EDUCATION**

*Union County College, Cranford, NJ 07016*

Major: Radiography

September 2017 to Present

*Saint Mary's of the Assumption High School, Elizabeth, NJ 07202*

High School Diploma



**Submission Date** 06-06-2018 09:28:39

**First Name**

Cristina

**Last Name**

Rodriguez

**E-mail Address**

cro8396@yahoo.com

**Phone**

3479627360

**Address**

74 Randolph Road

**Unit or Number**

N/A

**City, State**

Plainfield, NJ

**Zip Code**

07060

**What region(s) are you applying to work within?**

- New Jersey


**Which position(s) are you applying for?**

- Server

**Are you applying for:**

- Part-Time

**When can you start?**

 Thursday, June 07, 2018

**Can you work overtime?**

Yes

**How did you hear about us?**

- Craigslist

**What days/times can you work? Select all that apply:**

- Monday PM
- Tuesday PM
- Wednesday PM
- Thursday PM
- Friday PM
- Saturday AM
- Saturday PM
- Sunday AM

- Sunday PM

**Have you ever applied to or worked for Acrobat before?**

No

**If hired, would you have reliable means of transportation to and from work?**

Yes

**If hired, can you present evidence of your legal right to live and work in this country?**

Yes

**Are you able to perform the essential functions of the job for which you are applying?**

Yes

**Name of School**

Union County College

**City & State**

Cranford, NJ

**Grade/Degree**

Associates of Radiography

**Graduated?**

No

**Do you have any special licenses? (If so, label under "Special")**

No

**Are you computer literate? (If so, label which programs under "Special")**

No

**Are you proficient with Point of Sale systems? (If so, label which under "Special")**

No

**Do you have any experience, training, qualifications or special skills? (If so, label under "Special")**

Yes

**Special:**

I have 3 years experience of serving and 6 years experience with customer service

**Are you currently employed?**

Yes

**Can we contact your current employer?**

Yes

**Name and Address of Employer**

Foresters Financial  
1 Raritan Plaza  
Edison, NJ

**Type of Business**



Financial Institution

**Phone Number**

732 855 2500

**Your Position & Duties**

Account for daily redemption checks  
Account for daily EFT redemption file  
Mail redemption checks  
Post trackings  
Process stop payments  
Process EFT service requests

**Date of Employment (from/to):**

March 2018/Present

**Reason for Leaving**

N/A

**Still Employed:**

Yes

**First Name**

Glenda

**Last Name**

Ford

**E-mail Address**

gford11335643@yahoo.com

**Phone**

908 422 4702

**Relationship:**

Managers

**Years Acquainted:**

5

**I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.**

- (Checked box indicates acknowledgement)

**I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.**

- (Checked box indicates acknowledgement)



**I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.**

- (Checked box indicates acknowledgement)

**I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.**

- (Checked box indicates acknowledgement)

**Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.**

- (Checked box indicates acknowledgement)


**I hereby acknowledge that I have read and understand the above statements.**

- (Checked box indicates acknowledgement)

**Applicant Digital Signature (Type Name):**

Cristina Rodriguez

**Date:**

 Wednesday, June 06, 2018

**Please Attach Resume Below**

Cristina Updated Resume.docx



Name Cristina Rodriguez 6.6.18

Score / 35

## Servers Test

15/35

42%

### Multiple Choice

- B 1) Food is served on what side with what hand? A
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A 2) Drinks are served on what side with what hand? D
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
  - The widest part of the glass
  - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
  - The creases should all be going in the same directions
  - The chairs should be centered and gently touching the table cloth
  - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
  - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
  - Try to convince the guests to eat what you brought them
  - 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

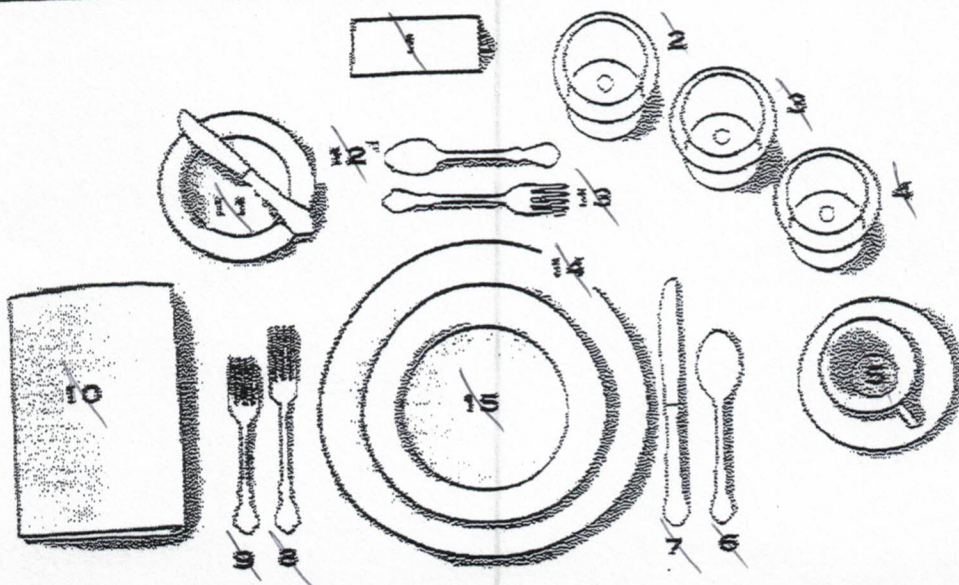
- |  |   |
|--|---|
| <u>C</u> Scullery <span style="color: red;">X</span> <span style="color: red;">D</span>        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D</u> Queen Mary <span style="color: red;">X</span> <span style="color: red;">F</span>      | <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>A</u> Chaffing Dish   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>G</u> French Passing <span style="color: red;">X</span> <span style="color: red;">B</span>  | <u>D</u> Area for dirty dishware and glasses  |
| <u>B</u> Russian Service <span style="color: red;">X</span> <span style="color: red;">G</span> | <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>A</u> Used to open bottles of wine   |
| <u>E</u> Tray Jack <span style="color: red;">X</span> <span style="color: red;">C</span>       | <u>B</u> Style of dining in which the courses come out one at a time  |



Name Cristina Rodriguez 6.6.18

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

- |                       |                       |                       |                              |          |
|-----------------------|-----------------------|-----------------------|------------------------------|----------|
| <u>10</u>             | Napkin                | <del>X</del> <u>9</u> | Dinner Fork                  | <u>8</u> |
| <u>11</u>             | Bread Plate and Knife | <u>5</u>              | Tea or Coffee Cup and Saucer |          |
| <u>1</u>              | Name Place Card       | <u>7</u>              | Dinner Knife                 |          |
| <u>12</u>             | Teaspoon              | <del>X</del> <u>4</u> | Wine Glass (Red)             | <u>2</u> |
| <u>13</u>             | Dessert Fork          | <del>X</del> <u>8</u> | Salad Fork                   | <u>9</u> |
| <u>6</u>              | Soup Spoon            | <u>14</u>             | Service Plate                |          |
| <u>15</u>             | Salad Plate           | <u>3</u>              | Wine Glass (White)           |          |
| <del>X</del> <u>2</u> | Water Glass           |                       |                              | <u>4</u> |

### Fill in the Blank

- ~~X~~ The utensils are placed 2 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk and sugar
- ~~X~~ Synchronized service is when: \_\_\_\_\_
- ~~X~~ What is generally indicated on the name placard other than the name? \_\_\_\_\_
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
~~X~~ Prepare