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Matthew Greer

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OBJECTIVE: To obtain a position where I can utilize my unique and acquired skills as a **Certified Electronics Technician, Certified Information Technology Technician, or Customer Service Rep** within a company that is committed for growth and opportunity.

Experience:

Black Box Network Services

Morgan Stanley

IT Technician Engineer

Avaya to Cisco phone conversion.

Jan 2017- present
New York, NY

- Part of a team of elite technicians who were trained to help install and roll out 80 thousand new Cisco model 8841's and model 8861's phones for Morgan Stanley.
- Assisted in the building of 8841 and 8861 with side cards and report directly to management.
- Worked with management and team to coordinate several large scale equipment upgrades throughout Morgan Stanley.
- Responsible for gathering support log information and submitting a summary to management each week.
- Often one of the first technicians called in to take care of emergency situations with Morgan Stanley users.
- Supported the deployment of 8841's and 8861's throughout Morgan Stanley sites and performed other responsibilities and duties as assigned.
- Responsible for servicing and installing network systems for all departments.
- Assembled electrical and electronic systems & prototypes according to data protocols.
- Responsible for performing all office duties in a corporate office setting and well organized.
- Proficient using microsoft office.
- Experience working with VOIP (Voice Over IP) software and hardware.
- Experience in the are of cabling and wiring of networking systems.
- Extensive Knowledge in the field of telecommunications.
- Troubleshooting and configuration of Click2Dial and other internal interfaces.

Commercial District Services (CDS)

Dec 2015-Jan 2017

City Maintenance Worker

Newark, NJ

Responsible for maintaining all records for schedule repair services.

Coordinated Team Efforts to effectively complete the tasks at hand.

Assessed city damage & identified the type of repair needed.

Operated hand and power tools regularly in work performance.

RadioShack

May 2012-May 2015

Lead Technician/Assistant Manager

Orange, NJ

Certified in servicing and operating of electrical components.

Responsible for repairing different types of electronics such as phones and Ipads on a daily basis

Responsible for balancing out the registers for the morning and evening shifts

Responsible for opening/closing the store and maintaining the work flow for the current or next work day

Macy's (seasonal)

October 2011- January 2012

Men's Department Recovery

Livingston, NJ

Responsible for maintaining a neat and clean environment to ensure a convenient shopping

Experience for all customers

Responsible for assisting customers with various questions, comments, and concerns regarding

Merchandise, sales, and promotions

Wake fern

August 2011- October 2012

Selector/Forklift Operator

Keasby, NJ

Responsible packing merchandise properly for shipment to several locations

Responsible for all shipping and receiving

FedEx

July 2011- August 2011

Package Handler/Loader

Keasby, NJ

Shipping and Receiving packages to and from different

Responsible for unloading and sorting merchandise according to shipping instructions

Multiple Choice

A D S

1) Food is served 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

D C X

2) Drinks are served 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

D A

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 B X

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

+1

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

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

70%

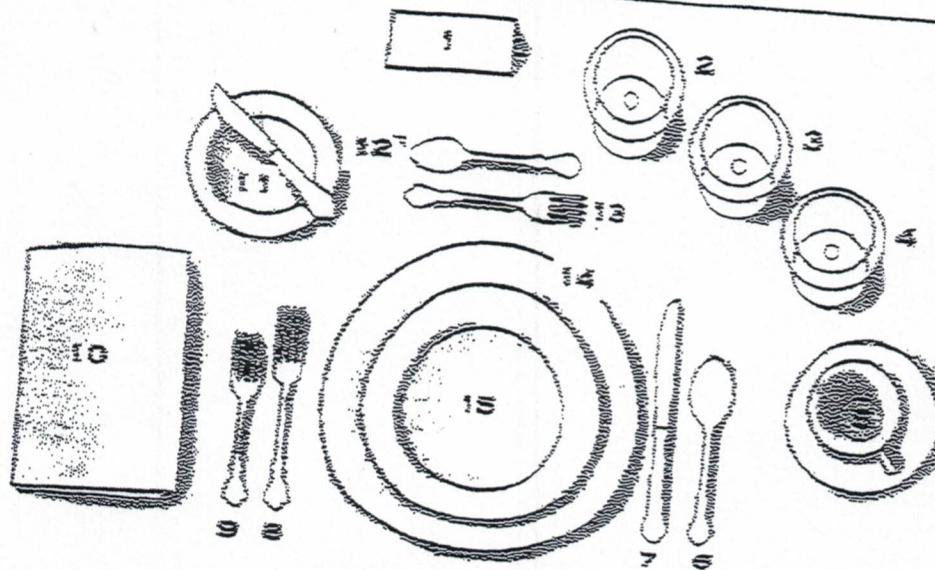
Match the Correct Vocabulary

X A Scullery
E Queen Mary
X B Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
C Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water
 B. 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. Used to hold a large tray on the dining floor
 D. Area for dirty dishware and glasses
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 F. Used to open bottles of wine
 G. Style of dining in which the courses come out one at a time

Name _____
Servers Test

Score / 35



Match the Number to the Correct Vocabulary

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

FILL in the Blank

1. The utensils are placed FOUR inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Water and wine

3. Synchronized service is when: Multiple dishes are brought out to all guest at the same time

4. What is generally indicated on the name placard other than the name? Title

5. The Protein on a plate is typically served at what hour on the clock? 6 pm

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Immediately inform person in command