

**Kevin Bianchi**  
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**Objective:** To obtain a secure position in the hospitality or retail sales.

**Summary:** Outstanding organizational skills. Excellent communication skills with emphasis on customer service. Skilled in computer, internet applications. POS systems. Scheduling and conflict resolution. Fine dining and bartending at upscale resorts.

**Experience:** United Parcel Service Petaluma, CA  
**Drivers Helper** 2013 to 2014

Delivered parcels.  
Loaded truck.  
Scanned packages.  
Provided excellent customer service.

Nike/Mosaic Rohnert Park, CA  
**Brand Ambassador** 2012 to 2013

Retail Support in selling Nike products.  
Product merchandising..  
Equipment and technology expertise.  
Building industry relationships and sales support.

Bear Republic Brewing Company Healdsburg, CA.  
**Bartender** 2006 to 2012

- Executed daily operations.
- Trained and managed staff and achieved significant improvements in their productivity..
- Structured and maintained superior customer service.
- Provides food and beverages service for a renowned Sonoma County brewery.
- Opens and closes establishment as needed.

Self Employed Petaluma, CA.  
**Golf Instructor** 2003 to 2007

- Provided golf lessons for players of all levels of skill, improving their play and appreciation of the game.

Brix Restaurant Napa, CA.  
**Fine Dining Server** 2002 to 2003

- Provided exceptional dining experience to guests.
- Excellent knowledge of wines and food pairing.

- Opening and closing duties.

**Big Horn and Plantation Golf Clubs  
Golf Host/Outside Services/Bartender**

Palm Desert, CA.  
1996 to 2002

- Attended to all guest requests.
- Coordinated golf tournaments.

**Saratoga Inn and Resort  
Bar Manager Internship**

Saratoga, WY.  
1994 to 1996

- Underwent rigorous managerial training for the food and beverage industry.

**Education:** California State University Chico  
**Concentration in business and hospitality** Chico  
1994

Santa Rosa Junior College  
**AA** Santa Rosa, CA.  
1990

PGA Golf Academy  
**Coursework in Golfcourse Operations** San Diego, CA.

Landmark Education Graduate San Francisco, CA  
2012