

Jaime Ramirez

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PROFILE

Implementing sales strategies and directives linked to marketing initiatives designed to increase revenue. Strong background in sales.

Data Analysis, Technical Writing, and Website Development experience, with progressive roles within education and corporate network.

Continual refining of broad challenges, responsibilities, and customer engagement skills. Experience working collaboratively among many tiers of industry network.

EDUCATION

B.S. Mathematics | 2015

University of Arizona, Tucson, AZ

SKILLS

Problem Solving **Customer Service** **Fastcount + D&B Optimizer**
MS Office **HTML & CSS** **Web Design**
Python for Data Science Certification **Data Science Methodology** Certification

EXPERIENCE

Exact Data, Account Executive, Los Angeles, CA | Jan. 2019 – Present

Data Broker. B2C and B2B Data Sales. Manage and curate pipeline with both new and existing clients. Versed in Audience Segmentation techniques across a variety of databases. Responsible for 10k+ per month in sales.

Goorin Bros. Hat Shop, Merchant, Pasadena, CA | Oct. 2017 – Jan. 2019

Inside retail sales. Developed knowledgeable and thorough customer service abilities. Visual merchandising based on seasonal directives.

Renaissance Arts Academy, Advisor, Los Angeles, CA | July 2015 – June 2017

Ran mixed-age group rotations of Scholars in Math, Science, and Music. Studied and developed new methods of academic engagement by focusing on novel educational approaches.

The Kress, Hollywood, CA | Sep. 2009 – July 2011

Barback/Server/Bartender. High volume atmosphere. 50k+ nightly.

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Bartenders Test

Score / 35

Multiple Choice (6 points)

a 1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

b 2) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

b 3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

a 4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

d 5) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government Issued ID Card or Drivers License
- b) Passport or Passport ID Card (as long as it lists the person's date of birth)
- c) School ID or Birth Certificate
- d) A & B
- e) A, B & C

a 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

- a) True
- b) False

Vocabulary (9 points)

Match the word to its definition.

c "Straight Up"

a) Used to crush fruits and herbs for craft cocktail making

f Shaker Tin

b) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

i "Neat"

c) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

a Muddler

d) To pour $\frac{1}{2}$ oz of a liquor on top

b Strainer

e) Used to measure the alcohol and mixer for a drink

e Jigger

f) Used to mix cocktails along with a pint glass and ice

g Bar Mat

g) Used on the bar top to gather spills

d "Float"

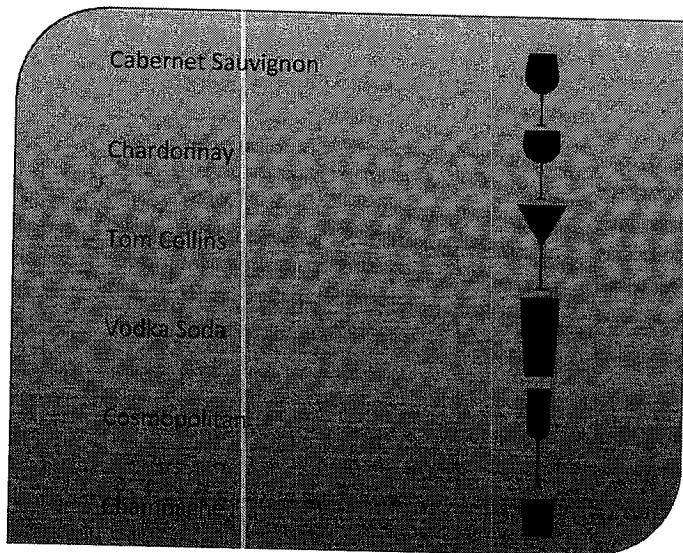
h) Requesting a separate glass of another drink

h "Back"

i) Means to serve spirit room temperature in a rocks glass with no ice

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): (COGNAC) HARRY'S, (VODKA) BELVADIER,

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? _____

What are the ingredients in a Long Island Iced Tea? _____

What makes a margarita a "Cadillac"? _____

What is simple syrup? WATER + SUGAR + _____

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

NO -

What should you do if you break a glass in the ice? CLEAR EXTREME CARE

When is it OK to have an alcoholic beverage while working? NEVER

What does it mean when a customer orders their cocktail "dirty"? _____

What are the ingredients in a Margarita? _____

Multiple Choice

a 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

a 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

d 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

b 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

d 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

____ Standby

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

____ Caviar, Mornay

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)

____ Chafing Dish

C. Used to hold a large tray on the dining floor

____ French Passing

D. Area for dirty dishware and glasses

____ Puncher Formula

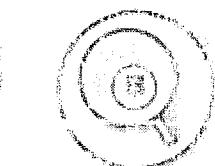
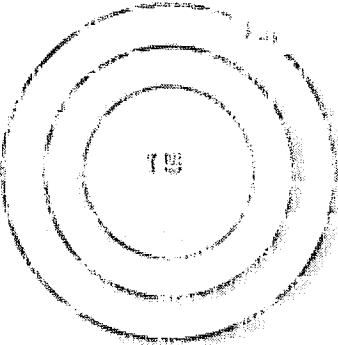
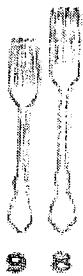
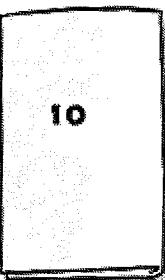
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

____ Corkscrew

F. Used to open bottles of wine

____ Tray Jack

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



10 Napkin
11 Bread Plate and Knife
1 Name Place Card
12 Teaspoon
13 Dessert Fork
14 Scoop Spoon
15 Salad Plate
2 Water Glass

Match the Number to the Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>3</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Bread Plate
<u>4</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed _____ inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras?
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? _____
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what, in order to? _____