

Ilyssa Pahia

Ilyssa Pahia
7324 Single Way
Citrus Heights, CA 95610

530-558-5498
ilyssa.pahia@gmail.com

Skills

- Strong Customer service
- Business communications
- Office management
- Inventory control
- Strong Leadership
- Organizational abilities
- Time Management
- Service Orientation
- Scheduling
- Team Player
- Quick Learner
- Attentive Service
- Sense of Urgency
- Beer, Wine, and Liquor Knowledge
- Composure

Experience

McCormick & Schmick's Seafood and Steaks / Server, Bartender, and Cocktailler

April 2018 - PRESENT, Roseville, CA

Having knowledge of the full menu as it changes 2-3 times a week. Knowing how each seafood dish is prepared while being able to describe the flavor and taste of each dish. Working a fast pace, well known happy hour while covering a big section. Being able to show great memory on drink recipes. Vast knowledge of wine for food pairings. Making sure that the guest get a consistent treatment every time they come and dine with us.

Applebees / Server, Bartender, and Key Shift Manager

December 2015 - November 2018, Citrus Heights CA

Ensuring all guest in the restaurant are well taken care of. Training new front of the house employees when hired. Being responsible for opening and closing the restaurant. Taking care of guest complaints when they happen. Replying back to guest via email or calling them back. Making shift schedules for the week. Assisting in inventory for the entire restaurant. Having knowledge of recipes for food and drinks. Menu knowledge and teaching every quarter.

Sushi Bar Rocks / Assistant Daytime Manager

October 2014 - January 2015, Sacramento CA

Maintaining a nice and friendly restaurant. Taking inventory/stocking on a weekly basis. Having the responsibility to pay the vendors and utility bills on a bi-weekly basis. Training and hiring new servers. Audit and reset cash balance before dinner shift. Food prepping when needed. Taking orders and delivering food in a timely manner. Working as a team with the other servers on the floor. Being knowledgeable with the menu and recommending foods accordingly.

Best Buy / Sales Floor Member and Department Leader

September 2013-November 2014

Assisting customers with their needs and wants throughout the store while providing personalized service with the mobile and computer departments. Creating accounts, contracts, and all billing accounts.

Education

Los Rios Community College District / Certificate of Completion of General Education

August 2010 - May 2014, Sacramento.

Western Governors University / Bachelors of Science in Elementary Education

March 2019 - Present, Sacramento.