

# JACQUELINE ELAINE RIVERA

New Brunswick, NJ 08901  
848.248.0085 | jelaine.rivera@gmail.com

## { PROFILE }

Skilled "people person" with years of customer service experience, seeking opportunities to use my skills in new service based opportunities.

## { EMPLOYMENT EXPERIENCE }

### **New Brunswick Board of Education** (New Brunswick, NJ)

#### Family Liaison (12/2018 – Present)

- Provide support to main office staff members, making copies, phone calls, special projects for principal, coordination of meetings, and other tasks as assigned.
- Translate/interpret for meetings with parents and students and provide resources when necessary to assist with needs.

### **Robert Wood Johnson University Hospital** (New Brunswick, NJ)

#### Case Manager (06/2018 – 12/2018)

- Successfully engaged patients to create discharge plans, as well as, collected data for team meetings.
- Coordinated outreach efforts to assist with resources for patients and their needs.

### **Marcus Associates CPA, LLC** (Monmouth Junction, NJ)

#### Front Desk Associate (1/2018- 4/2018)

- Provided office assistance, making copies, phone calls to clients, filing, tax document dissemination, client customer service, and de-escalation/ handling client complaints.
- Supported all accountants, assisted with taking payments, create client files and updated accounting system when necessary.

### **PRAB, Inc.** (New Brunswick, NJ)

#### Seasonal Part-Time Staff Assistant (11/2017-12/2017)

- Successfully imparted historical experience to new incoming team members during the transition of two departments.
- Administered clear, concise virtual and in-person trainings, and, developed instructional guide materials for new staff.

### **PRAB, Inc.** (New Brunswick, NJ)

#### Family Partner (3/2011-8/2017)

- Successfully engaged clients to allow me to schedule home visits, when needed for meetings to collect data for program.
- Coordinated outreach efforts to draw in new clients, as well as, plan and execute educational programming and activities.
- Regularly performed written and verbal translation of documents, as well as, support and advocacy for clients.

## { HIGHLIGHTS }

- Bilingual (English/Spanish)
- Works effectively with others
- Dedicated team player
- Organized
- Problem solver

## { EDUCATION }

*Bachelor of Arts:  
Social Work / Spanish*

**Rutgers University**  
(New Brunswick, NJ)  
1/2011



**Multiple Choice**

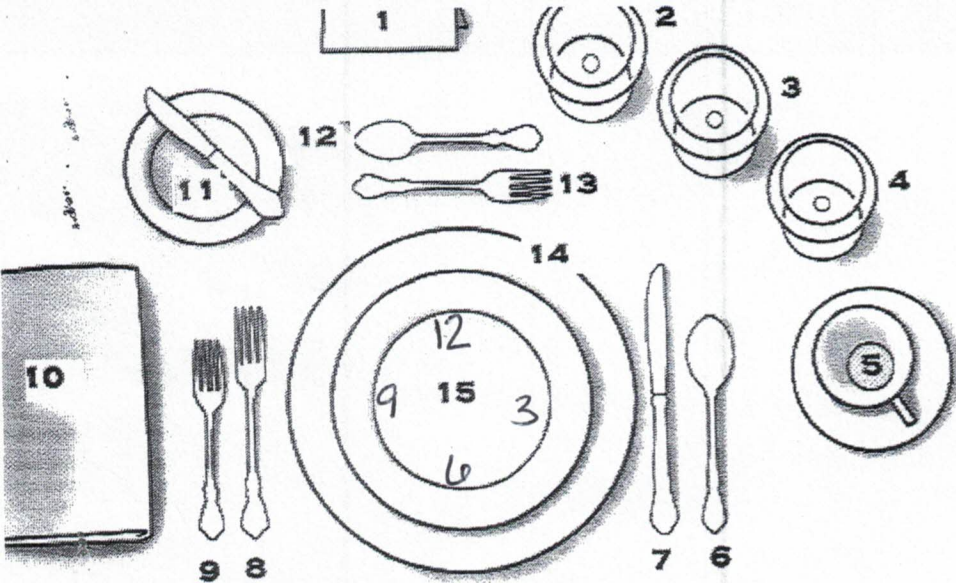
- d 1) Food is served on what side with what hand?  
☒ a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
☒ d) On the right side with the right hand
- a 2) Drinks are served on what side with what hand?  
☒ a) On the left side 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
- a 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
- d 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

70/100

**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>d</u> Scullery        | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <input checked="" type="checkbox"/> 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) |
| <u>A</u> Chaffing Dish   | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <input checked="" type="checkbox"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <input checked="" type="checkbox"/> F. Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time  |





J. Rivera

Score / 35

**Match the Number to the Correct Vocabulary**

- 9 Dinner Fork  
5 Tea or Coffee Cup and Saucer  
7 Dinner Knife  
4x Wine Glass (Red)  
8 Salad Fork  
14 Service Plate  
3x Wine Glass (White)

- 10 Napkin  
11 Bread Plate and Knife  
1 Name Place Card  
12 Teaspoon  
13 Dessert Fork  
6 Soup Spoon  
15 Salad Plate  
2x Water Glass

**Fill in the Blank**

1. The utensils are placed 5 inch (es) from the edge of the table.  
 2. Coffee and Tea service should be accompanied by what extras? milk/creamer and sweeteners (sugar etc.)  
 3. Synchronized service is when: all guests are served at the same time (all entrees served)  
 4. What is generally indicated on the name placard other than the name? table number / relation  
 5. The Protein on a plate is typically served at what hour on the clock? 9  
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
place the order with the kitchen