

RESUME OF KATHARENE KUPSOVA

Katharene Kupsova

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Summary

Energetic team player who supported sales staff by providing sales data, event organization support, forecasts, account analyses, and new product information, adept at managing multiple projects using expert time management methods. Events Manager effective in leading and directing market support projects from inception to launch.

Skills

PC and Mac. Microsoft Office (Open Office as well): Word, Excel, Internet, PowerPoint; Mail Programs (Outlook, Lotus etc.), and their IOS equivalents.

Final Cut Pro, Celtx, Final Draft, various photo editors, Grammarly.

Languages

English - fluent, Russian - fluent, French - intermediate

Experience

May 2019 to present

Nespresso Brand Ambassador

Representing the Nespresso Coffee brand in the stores and at the events:

- Events setup and breakdown,
- Sales and reporting,
- Demos and Coffee tastings

March 2018 to present

Wolfgang Puck Catering, Universal Studio lot, Los Angeles, CA. Catering associate/ barista

- Coffee Barista and cashier
- Catering associate for the parties and events (at Universal Studios only): set up and breakdown of the venues,
- Server

February 2018 to June 2018

Starbucks Barista

July 2013 to October 2017

Beluga North America, Inc Miami, FL. Office Manager/Account Manager/Marketing Events Coordinator

Marketing support and events coordinator

- Conducted training on the product with accounts and tasting agencies.
- Managed marketing events budgets.
- Organized and supported marketing events dealing with vendors, clients, agencies, accounts and international office in Moscow (examples: Jenifer Lopez Birthday party 2016 in Las Vegas full sponsor support, numerous polo and golfing sponsor events, Bartender competitions in LA and NY, Bartender educational event during TOTC 2017 in New Orleans, numerous events during Art Basel in Miami, as well sponsor events for individual accounts support)

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- Visas, work permits, Federal Work Permit, visa runs arrangements.
- Supervision of two employees on Sakhalin.
- Supervision of two employees in Kazakhstan.
- Accommodating the needs of personnel on a remote construction site.
- Preparation of Pre-qualification materials.
- Branding supervision (signage, clothes and etc.)
- Corporate Branding Conference participation and presentation.
- Implementation of the Corporate Branding Guidelines on site.
- Event planning and arrangements.
- Translation at the meetings.

September 2005 to April 2006

Cape Industrial Services Sakhalin Island, Russia. Travel and Accommodation Coordinator

- International travel coordination and arrangements - up to 300 people a year.
- Personnel accommodation and visa run arrangements.
- International personnel mobilization and demobilization arrangements.
- Documents translation and interpreting at meetings

April 2005 to July 2005

Codralux (an affiliate of Jan De Nul on Sakhalin, Russia), Sakhalin I Project. Document Control/ Project Secretary

- Documents and correspondence control and registration (mainly in English)
- Documents translation
- Verbal translation at the meetings and on sites in the field
- Travel arrangement and coordination (hotels, transportations, tickets, payments)
- On site transport coordination (managing locally hired drivers).
- Logistic arrangements.
- Office support (phone calls, emails, office maintenance, purchases, timesheets, etc.)

September 2004 to January 2005

Ecoshelf, Sakhalin island, Russia. Chief Russian-English Translator for a salvage operation of "Cristoforo Colombo" casualty in Kholmsk.

Was present on site 24 hours due to the state of the wreckage and emergency of the situation (oil spills, damage to the shoreline)

- Provided Technical and legal documentation translation (salvage plans, OSR plans, explanatory notes, statements, shoreline restitution and sewage lines extension estimates etc.),.
- Provided daily correspondence translation (technical and economic).
- Provided verbal translation in the field and at the meetings with mayor, legal authorities, during partners negotiations etc. (salvage, technical, construction, marine, legal, economic and common vocabulary), as well as "on-phone" translation.
- Drew up and translated into English of DPRs and Timesheets for the international crew: Salvage Captain from the Netherlands, Salvors from Russia, Singapore, Philippines, Netherlands, and as well crew members and dredging specialists from Belgium.

Education and Training

2009 New York Film Academy New York, NY

1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

a) 20 minutes
 b) 30 minutes 30
 c) 60 minutes

2) What are the basic ingredients of a Latte?

a) Milk, Espresso, Whipped Cream
 b) Espresso, Steamed Milk
 c) Water, Espresso, and Foam

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

a) 2 minutes green tea
 b) 4 minutes
 c) 5 minutes on average

4) When steaming milk for a beverage, what temperature should you steam the milk to?

a) 150-160 degrees reg
 b) 190-200 degrees extra hot
 c) 120-130 degrees kids temp

5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

a) 8 seconds the less the better
 b) 20 seconds
 c) 10 seconds

6) What do you do if a customer says their latte does not taste like there is espresso in it?

a) Tell them you made the drink according to the recipe so it should be fine
 b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
 c) Apologize to the customer and remake their drink according to standards
 d) Walk away and have another barista remake their drink

7) You can re-steam milk _____?

a) Only Once
 b) Never
 c) Sometimes
 d) Always

8) What is the proper ratio of coffee grounds to water?

a) 2 Tablespoons coffee to 6oz water
 b) 2 Tablespoons coffee to 8oz water
 c) 1 Tablespoon coffee to 6oz water
 d) 2 Teaspoons coffee to 8oz water

9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

a) Make their drink with regular milk and hope they do not notice
 b) Apologize and ask the customer to come back tomorrow
 c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
 d) Inform your manager we are out of soy

Servers Test

Score / 35

Multiple Choice

- 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

- 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

- 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

- 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

- 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 dinning 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

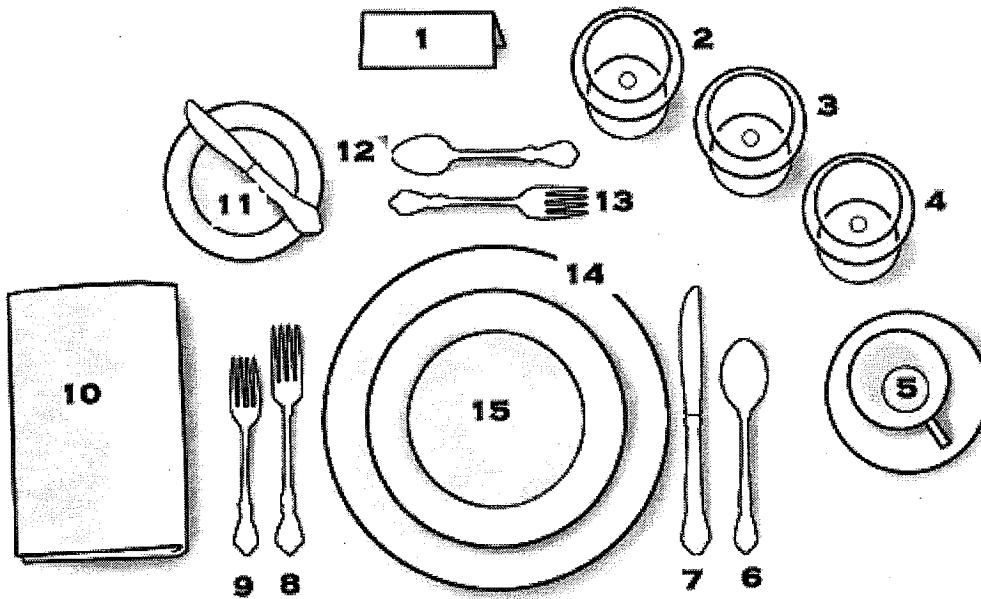
6
83%

Match the Correct Vocabulary

<u>D</u>	Scullery	<input checked="" type="checkbox"/> Metal buffet device used to keep food warm by heating it over warmed water
<u>E</u>	Queen Mary	<input checked="" type="checkbox"/> 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"/> Used to hold a large tray on the dining floor
<u>G</u>	French Passing	<input checked="" type="checkbox"/> Area for dirty dishware and glasses
<u>B</u>	Russian Service	<input checked="" type="checkbox"/> 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"/> Used to open bottles of wine
<u>C</u>	Tray Jack	<input checked="" type="checkbox"/> Style of dining in which the courses come out one at a time

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u> <u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u> <u>1</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 172 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar, alt. sugars, cream/milk.

3. Synchronized service is when: the whole table is served at once.

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

5. The Protein on a plate is typically served at what hour on the clock? 9-10 10.

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the captain/manager.

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
 - a) Slows down
 - b) Speeds up
 - c) Does nothing to
- 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
- 3) You can accept an expired ID as long as all other information is correct.
 - a) True
 - b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
 - a) True
 - b) False
- 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
- 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

- a) "Straight Up"
- b) Shaker Tin
- c) "Neat"
- d) Muddler
- e) Strainer
- f) Jigger
- g) Bar Mat
- h) "Float"
- i) "Back"

- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour $\frac{1}{2}$ oz of a liquor on top
- e.) Used to measure the alcohol and mixer for a drink
- f.) Used to mix cocktails along with a pint glass and ice
- g.) Used on the bar top to gather spills
- h.) Requesting a separate glass of another drink
- i.) Means to serve spirit room temperature in a rocks glass with no ice