

NatalieBaeta

5601 N 37th St • Tacoma, WA 98407 • PH: 206.854.4389 • natbae32@gmail.com

Top performing manager focused on outstanding customer service with 10+ years' solid years creating extraordinary experiences for customers and clients through multiple channels. An outgoing, friendly individual with exceptional leadership skills coupled with the demonstrated ability to increase repeat business, decrease shortage, increase profits, and coordinate special events. Expert at working efficiently with a strong mixology knowledge tied in with advanced menu creation skills. Firm believer that team work makes the dream work.

Highlights of Qualifications

- Outstanding customer service skills; diplomatic and patient with all types of individuals
- Pleasant personality, calm inspiring
- Highly organized with an excellent attention to detail and follow-through
- Flexible; able and willing to learn new things
- Professional in appearance with a strong work ethic

Relevant Experience

Bar Manager – July 2018- Present

Gloria's Lounge –Tacoma, WA

- Adhere to all state liquor regulations particularly in regard to intoxicated persons and minors to ensure a safe and positive atmosphere for diners and guests
- Accurately calculate checks and make change while processing payments with close attention to detail
- Effectively handled customer complaints and special requests
- Maintain stock levels to prevent shortages of critical items
- Plan and promote bar events consistently creating incentives to drive sales
- Set & adhere to service standards for staff- leading by example.
- Performance manage staff and provide ongoing counseling and coaching
- recruit, hire and train new bar staff-forecast requirements and schedule bar staff
- develop effective working relationships with vendors and distributors
- maintain safe working conditions as required by OSHA and federal and state regulations

Assistant Property Manager- June 2017- Present

Pinnacle- Goodman Real Estate – Tacoma, WA

- Managed the day-to-day administrative duties of a 402- unit, multi-million dollar renovation project
- Maintained a stronghold on the aged receivables; zero delinquency driven
- Demonstrated strong leasing abilities, meeting all occupancy goals throughout the project
- Mentored and managed the entire on-site team, creating a successful dream team
- Conducted monthly safety meetings, resulting in zero accidents or injuries year to date

Customer Service Team Lead – October 2015-March 2017

Nordstrom – Atlanta, GA

- Assisted customers via phone, instant message and email in a friendly and courteous manner all while demonstrating superior conflict management while maintaining a professional composure.

Office/Billing Manager - January 2012- August 2015

Physicians First Assist - Atlanta, GA

- Oversaw management of the day-to-day operations of the billing department ensuring adherence to policies and procedures

Certifications

MAST – Class 12 Mixologist Permit

WA State Liquor & Cannabis Board

Exp 06/01/2022