

**Ervina Gill**

Lead Bartender – Cheesecake Factory  
Tukwila, WA 98168  
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**Work Experience****Lead Bartender**

Cheesecake Factory – Tukwila, WA – October 2007 to Present

StarBar certified. Initiates and cultivates strong relationships with new and regular patrons. Thrives in a high-pressure fast-paced environment. Accountable for performance and management of the evening bar staff. Responsible for scheduling of shifts, inventory, and training of new team members. Communicates and works effectively within a team. Continually adapting to changes within the restaurant and learning new menu items. Can accurately provide tips and recommendations for diners. Maintains cleanliness and professionalism of bar. Passionate about providing exceptional service.

**Senior Loan Officer**

Burien Nissan, Seattle, WA May 2007 – October 2007

Responsible for helping customers meet their financing needs with consideration to their financial status while maintaining compliance with company policies. Worked closely and professionally with bank representatives for the greatest outcome for both parties. Applied great attention to detail to guarantee paperwork was completed correctly and the customer fully understood their loan. Excelled at problem solving and actively maintained great relationships with all parties in loan transactions.

**Hostess/Server**

Stanford's Restaurant – Tukwila, WA – May 2005 to September 2007

Responsible for initial greeting of guests, strategic seating, and providing excellent customer service. Handled phone calls, reservations, and assumed additional duties as server and was promoted to lead hostess within a month. Trained new staff while managing current team. Excelled in individual and team assessments.

**Front Desk/Sales**

Pro Fitness – Burien, WA – January 2005 – July 2005

Opened the gym every day and responsible for the daily operations. Duties included greeting guests, answering phones, and maintenance of gym appearance. Sold and processed new membership. Assisted with promotions and advertising. Created a encouraging and positive environment.