

Vanessa N. Pedone
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Career Objective:

I am an energetic team player experienced in providing safety and service in a customer focused work environment. A dynamic communicator with a superior work ethic, I am adaptable, dependable and committed to expertly managing the customers experience and exceeding performance goals.

Work History

September 2019-Present **Envision Rx Options, El Dorado Hills, CA**

Title: Customer Care Representative

- Ensure timely and personalized customer service, assist members, physicians, and pharmacies with medication/insurance requests, and perform duties in adherence with federal, state, and corporate policies.

November 2018-July 2019 **Ocean Reef Club Resort, Key Largo, FL**

May 2018-September 2018 **Holland America Princess (HAP)**

October 2017-March 2018 **Norwegian Cruise Lines, Pride of America, HI**

Title: Server

- Performed food and beverage services aboard a high-volume cruise liner/resort, educated guests about menu items, accompaniments, and wines and provided appropriate recommendations.
- Adhered with proper service protocols and presentation standards, assisted with daily dining setup/inventory duties and upheld workplace and guest safety procedures.
- Assisted with special events, participated in guest focused entertainment and worked collaboratively to provide an engaging and memorable guest experience.
- Complied with regulations pertaining to the service of alcoholic beverages, developed innovative strategies to increase efficiency and optimize resources and proactively completed operational tasks.
- Anticipated issues and requests, interacted professionally with a diverse customer base and worked as a team to surpass sales and service delivery goals
- Utilize outstanding interpersonal skills to interact with people of all ages, personalities, cultures and backgrounds and provided immediate resolution to needs and requests.

Prior Experience

- July 2017-October 2017 Server, Logan's Roadhouse, Summerville, SC
- July 2014-November 2016 Server, Ruby Tuesday, Mililani, HI
- January 2012-April 2012 Server, Dave and Buster's, Honolulu, HI
- July 2010-July 2011 Server, Denny's, Waikiki, HI
- May 2012-May 2014 Server, Chili's Bar and Grill, Mililani, HI
- December 2016-June 2017 Server, Dave and Buster's, Roseville, CA
- January 2010-May 2010 Wedding Planning Assistant, Matthew Allen Strong Weddings and Events, Sacramento, CA
- October 2008-February 2010 Courtesy Clerk, Raley's, Sacramento. CA

Education

Seafarers Harry Lundeberg School of Seamanship at the Paul Hall Center, Piney Point, MD

- Merchant Mariner Credential with Medical Certificate Transportation Worker Identification Credential
- Basic Firefighting, Maritime Security Awareness, Crowd Management
- Personal Survival Techniques, Personal Safety, and Social Responsibilities

2010 Luther Burbank High School, Sacramento, CA

- High School Diploma

Professional and Personal Accreditations

- Certified, First Aid, CPR, and AED
- Lifeboat Team, (Drill/Training Safety Duty), Norwegian Cruise Lines Pride of America

References available upon request