

Tracy Harris

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Experience:

2/12-Present **About Town Magazine**

CEO Assistant/ Distribution

- Run errands for CEO
- Distributed magazines to all store and advertiser locations in the San Diego area
- Interacting and maintaining relationships with advertisers
- Filing paperwork
- Worked from home and in the field
- Creating and organizing Microsoft Excel spreadsheets
- Assisting in photoshoots and magazine descriptions
- Making sure each magazine drop location was tidy and well presented
- Picking up payments from advertisers

10/21- Present **Buffalo Wild Wings**

Server

- Serve customers our famous wings and cold beer with a smile and great attitude
- Answering questions about the menu and specials
- Treating customers as family and making their experience as wonderful as possible
- Cleaning restaurant to guideline standards
- Closing restaurant and dropping payments into safe

6/20- Present **Instawork/Qwick**

- Online app-based staffing company for events, concerts, weddings, large parties, banquets. I have worked part time choosing events that worked with my schedule.
- My roles have been banquet server, set up take down, tray passing, bartending (beer and wine only, but am willing to learn), bussing and expo, but mainly serving.

1/20-5/20 **Eco Experts**

Sales Team Manager

(shut down at start of Covid-19)

- Managed a team of door-to-door salesmen and women to make appointments for green home solutions
- Created mapping of territories
- Generated leads through cold calling and emailing prospective clients
 - Working with employees to fine tune pitches and presentation and how to build rapport with clients
- Team building and sales focused activities
- One-on-one manager meetings with employees on my team that I manage highlighting strengths and how to improve in areas needing some fine tuning

1/18-3/19 **Charcoal House**

Server

- Delivered friendly and efficient service to ensure a pleasant dining experience for all guests
- Served and explained the major ingredients and preparation methods for each item to be served
- Effectively communicated with bar and kitchen to ensure smooth and accurate delivery of service
- Actively check in with customers to make sure needs are met and exceeded
- Worked party section teams in setting up and breaking down tables and other needed food service stations following standard policies and procedures for up to 70 people per party
- Accurately totaled, processed and collected payments from guests using POS and Clover systems
- Assisted guests with making menu choices in an informative and helpful fashion
- Maintained knowledge of current menu items, garnishes and ingredients
- Assisted guests and customers with alcohol pairing and bottle service

7/17-6/18 **Chin's Szechuan Cuisine**

Cashier/Food runner

- Greeted and seated guests
- Assisted servers in running food to tables, serving drinks and any other tasks needed from them
- Bussed and cleaned tables to restaurant standards
- Made sure floors were cleaned and dry to ensure the safety and comfort of customers
- Took customers to-go orders and thoroughly checked each order to make sure all items were correctly made and placed in bags
- Checked customers out and handled money using cash register

- Assisted customers with any questions or concerns
- Maintained an upbeat, friendly, and can-do attitude

8/17-9/18 **WorkWell Technologies**

Technical Support/Client Services Representative

- Handling high volume of inbound and outbound calls
- Maintaining customer relationships
- Providing technical support to customers having issues with their device through troubleshooting
- Remote accessing their devices through their local network
- Strong Microsoft Office skills
- Working under the Internal Training Coordinator and working on special projects from management
- Creating Customer Service Presentations and partial training for new hires
- Creating content for online training courses made by management
- Hosted webinars for new clients on how to navigate our system
- Created and worked on our POS systems for our clients

6/15-7/16 **Pure Solutions**

Sales Agent/Customer Service

- Handling high volume of inbound and outbound calls
- Enrolling clients into best fit debt resolution program for their needs
- Maintaining relationships and building rapport with clients
- Running credit checks
- Reviewing and sending emails to clients
- Going over and explaining documents via DocuSign
- Had genuine compassion while offering services to people struggling

4/10-8/11 **In Home Supportive Services**

In Home Support Assistant

- Assisted man with stroke in bathing, dressing, mobility and exercising
- Assisted with shopping, driving to appointments, and picking up and administering medications
- Assisted with cleaning, laundry, dressing
- Had a great relationship and also became a friend and emotional support
- Assisted with wheelchair and ways to get around without the use of right side of the body
- Completed daily tasks as needed

References:

Robin De Ryckere (CEO of About Town Magazine) – (619) 665-6927

Diane Wilson (About Town Magazine) – (619)-559-8025

Tom or Eric (managers at Chin's Szechuan) – (760)-753-3903