

# JAKLYN LOPEZ

(210) 941-9237

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## Skills Summary

- ⇒ Excellent Customer Service
- ⇒ Ability to multitask
- ⇒ Quick learner

## Education

University of Texas at San Antonio – Bachelor's Degree

August 2021 – present

Major in Business Marketing

GPA: 3.83

Northeast Lakeview College – Associate Degree

August 2018 – May 2021

## Experience

### ***Topgolf Gilbert***

*Bayhost/Shift Lead/Busser/Caddie/Food Runner/Event Ambassador*

April 2021 – present

- ⇒ Greet guests at their bays and made them feel welcomed by explaining the rules and serving them quickly yet efficiently
- ⇒ Ensure the venue was running smoothly and if there were callouts, I would move associates to a different department for that one-team mentality
- ⇒ Host large events and made moments that matter by making the guests feel celebrated and have a fun time with us
- ⇒ Assist with training new hires

## **Grimaldi's Pizzeria**

Host Ambassador/Server/LSM

January 2019 – April 2021

- ⇒ Maintained excellent customer service when greeting, ensured the customers were happy with their service and food
- ⇒ Exceeded expectations
- ⇒ Participated in marketing to increase customer base
- ⇒ Assisted with training new hires

## ***Bahama Bucks***

Shift Lead

March 2018 – December 2018

- ⇒ Assisted with training new hires
- ⇒ Kept the store clean and organized
- ⇒ Ensured the store operated smoothly and efficiently
- ⇒ Worked with staff to maintain efficiency and staying on task