

James Browning

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Objective: My desire is to obtain full time employment where there is opportunity for me to utilize my existing skills and exceed expectations.

Highlights of qualifications:

- Excellent communication skills while working with others
- Able to learn and adapt quickly
- Experience working with diverse groups of people
- Exceptional leadership skills
- Very organized and able to multi task

Experience:

Customer Service Representative **Chloe and Isabel**

Nov. 2015 - Apr. 2016

- Phone / email operations
- Customer relations
- Conflict resolutions (with in the customer experience)
- (payroll, micro-manage, customer support)

Front Desk Agent **Berkeley Lab Guest House**

Aug. 2014 Sept.2015

- Phone/Email reservation operations
- Customer relations (Directions, food/shop recommendations)
- Room attendant
- Customer Service / Directory

Server **Acrobat Outsourcing**

Oct. 2010 - Oct. 2014

- Fill various Hospitality positions for large and small events around the Bay Area
- Bottle Service, Cocktail Service, and other beverage service
- Buffet serving for high volume events
- Assemble and breakdown all components for food service events

Host **International House of Pancakes**

June2011-Nov2011

- Greet and seat guests as they enter
- Take reservations and call-in orders
- Bring checks to tables and operate POS system
- Pre-Bus tables for the serving staff

Education:

Lindbergh Adult School

Graduate 2008

City College of San Francisco

2009 – Current