

## Alexis C.K. Shon

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### Summary

Friendly, resilient, and an honest person with a positive and ambitious mindset; intuitive nature with the ability to learn processes in differing environments; effectively communicate with others, quickly addressing customer needs.

### Experience

#### **BARTENDER: National Bartending School Los Angeles, 04/2022 – Present**

- Welcome guest and respond to guest beverage orders in a friendly and timely manner
- Mix and garnish beverages according to recipe and portion control standards
- Present and serve beverages to guests while collecting and processing payments in a time efficient manner
- Maintaining cleanliness and setting myself and the team up for success with regularly re-stocking bar

#### **PROFESSIONAL DANCER: 09/2018 – Present**

- Learning mass amounts of choreography in a short time span
- Adapting and embracing changes quickly and executing at a high level
- Sharing space and working with different artist and camps, respecting set boundaries and rules
- Building trust and dependability within team and artist to ensure a safe and enjoyable working environment
- Accountable for precise time management regarding rehearsal, show, and travel call times

#### **APPLE, SPECIALIST : 05/2017 - 10/2021**

- Develop trust and open conversation to present solutions that are both personalized and meaningful
- Communicate with leadership and team to maintain a happy pace for store and customers
- Provides feedback and guidance to team members to build knowledge and growth around store processes and customer experience
- Lead out trainings to a team of 20+ highlighting products, processes, and Apple@Work

#### **APPLE, BUSINESS EXPERIENCE : 04/2019 - 10/2019**

- Completed upwards of 15 lead follow ups a day that consisted of conversations around benefits and business growth with their technology
- Built strong rapport with team to help guide and educate around Apple@Work creating stronger customer conversations
- Maintained a store average of 50% business engagement

#### **SHIFT LEAD, GUEST SERVICES: The Melt, 10/2016 – 05/2017**

- Manage and train a team of 10-15 employees including crew members, shift leads, assistant managers, and general managers
- Foster and cultivate customer relations with upwards of 75 patrons per day, making recommendations and enriching customer experience
- Produce whole some and organic food for customers daily

### Education

**National Bartending School, Los Angeles CA 04/2022**

**James C. Enochs High School 05/2014**

### Volunteer Work and Notable Activities

#### *Club Member, Pura Vida*

- School club dedicated to increasing autism awareness and provide children one-on-one interaction to help build communication skills, confidence, and life skills writ large

#### *Dancer*

- Dance experience ranging over 12 years, participating in multiple national competitions, routines, and videos

#### *Participant, Suicide Walk*

- Walked in support of spreading awareness of suicide and its impact on families and society for two consecutive years