

Klarissa Neilson

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EXPERIENCE

Excellent customer support professional with the ability to advance quickly in any position. Motivated to perform at peak levels and meet company goals.

Server / Bartender

BJ's Restaurant and Brewhouse

February 2022 - March 2023

- Demonstrated in-depth knowledge of the menu, including food and beverage offerings.
- Provided detailed explanations and recommendations to customers.
- Accurately recorded food and drink orders, ensuring special requests and dietary restrictions were communicated to the kitchen and bar staff.
- Prepared and served a wide range of beverages, including cocktails, beers, wines and non-alcoholic beverages.
- Adhered to recipes and maintaining consistency in taste and presentation.

Insurance Agent

HealthIQ

February 2020 - December 2022

- Present accurate information about quotes to prospective members.
- Enroll Medicare recipients into health plans by probing to find which benefits will meet their current needs.
- Simplifying extensive plans for a better consumer experience.
- Remaining compliant with Medicare guidelines and accurately present disclosures amongst different states.

Hostess / Server

Olive Garden

April 2020 - June 2021

- Maintained a professional appearance at all times.
- Scheduled all reservations and planned seating arrangements for dining room.
- Inspected and maintained dining room serving stations for neatness and cleanliness.
- Handling all cash register transactions.
- Served great quality food to guests and made sure their dining experience was phenomenal.

Housekeeping / Front desk

Springhill Suites by Marriott

June 2018 - February 2020

- Held accountable for daily records and operated cash register.
- Balanced out cash register at the end of each shift and assisted guests with excellent customer service.
- maintained a clean, sanitary and comfortable environment for guests by performing general cleaning services in hotel rooms, hallways and common areas.

PROJECTS

Internship

Victoria Ashley Salons • February 2020 - August 2020

- Answered all phone calls and booked appointments.
- Operated the register, maintained cleanliness of entire salon and prepared refreshments for clients.
- Assisted stylists by washing and blow-drying hair.
- Implemented new advertisement and sales techniques.

EDUCATION

Bartending License

National Bartending Association School • Hollywood, CA • 2023

CERTIFICATIONS

Microsoft Office 2019

ServSafe

RBS

OSHA Bloodborne Pathogens

Health Insurance License

SKILLS

Customer service expert
Fast learner
Skilled multi-tasker
Maintaining cleanliness
Attention to detail
Can work flexible schedule
Problem solving