

# NOEL VELASCO

noelvelasco@icloud.com

5136 West 138th Street  
Hawthorne, CA 90250

310.227.4172

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## *Hospitality and Customer Service Experience*

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### **THE WICKED WOLF**

April 2023 – Present

Bartender

- Prepare craft beverages and mocktails for roughly 50 to 100 covers.
- Interact with customers and provide detailed recommendations on beverages.
- Verify customers' age and monitor intoxication levels throughout shift.
- Assist with opening duties and closing duties.
- Collaborate with bar manager and lead for changes to menu and special event menus.

### **NUEVA and The Little Friend**

November 2021 – April 2023

Bartender and Barback

- Served alcohol and non-alcohol beverages for roughly 100 to 200 covers.
- Provided guests with attentive and friendly service during their visit.
- Assisted bartenders and servers to keep service running smoothly.
- Supported bartenders with beer orders during high-volume special events.
- Maintained garnishes, glassware, silverware, napkins, beer, liquor, wine, mixers, and ice.
- Trained new barbacks on company protocol and supervise same.
- Monitored guests and report safety issues promptly to managers and/or security.
- Served as a point of contact to private parties and reservations.

### **WHOLE FOODS MARKET**

2003 – 2009

Cashier

- Provided customers with high-quality service at check-out.
- Handled hundreds of both cash and electronic transactions on a daily basis.

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## *Education*

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### **UC BERKELEY**

Class of 2009

Bachelor of Arts in Legal Studies

### **PACIFIC BARTENDING SCHOOL**

October 2022

Bartending Certificate

California Responsible Beverage Service Certificate, ID Number: 313150284

California Food Handlers Card, Verification Number: 157jk5-j987aj8

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## *Volunteer and Personal Interests*

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- Partnership Scholars Program: Six year commitment to two seventh grade students from low socio-economic backgrounds in effort to facilitate admission into top four year universities with scholarship aid through academic workshops and monthly cultural activities.
- Alleviate Skid Row: Co-founded effort to help the poor in Los Angeles through bi-annual servings and other direct distributions; efforts are responsible for over 100,000 in-kind donations and \$10,000 cash donations.
- Interests: Spanish culture, real estate investment, endurance running, and international cuisine.