

Mohammad Ahmed-Ali

Multilingual Manager and Bartender

Hacienda Heights, CA 91745

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Bartender/Server with over 4 years of diverse experience in the hospitality industry, demonstrating proficiency in serving, bartending, and customer service. Equipped with a broad skill set including POS/cashier operations, heavy lifting, and sales, showcasing versatility and adaptability across various roles. Committed to delivering high-quality service and enhancing customer satisfaction, while eagerly seeking opportunities for professional growth and mastery in food service and beverage preparation.

Authorized to work in the US for any employer

Work Experience

Bartender/Server

Topgolf Callaway Brands Corp. - Montebello, CA

April 2024 to Present

Delivered exceptional customer service as a Bartender/Server

Enhanced customer experience through prompt and friendly service

Successfully managed multiple orders simultaneously, ensuring customer satisfaction

Aided in restocking bar supplies, ensuring efficient service

Demonstrated strong teamwork skills in a fast-paced environment

Crafted unique cocktails enhancing customer satisfaction

Server/Bartender

Chaparral 300 - Chino, CA

November 2023 to Present

- Delivered exceptional customer service as a Bartender/Server at Chaparral 300 Chino

- Enhanced customer experience through prompt and friendly service

- Successfully managed multiple orders simultaneously, ensuring customer satisfaction

Security Guard

Allied Universal Event Services - Orange County, CA

June 2023 to Present

Front Desk Associate

UFC GYM - Industry, CA

November 2022 to March 2024

- Managed front desk operations at UFC Gym, ensuring smooth daily functions

- Greeted and assisted gym members, fostering a welcoming environment

- Resolved member issues promptly, enhancing customer satisfaction

- Maintained cleanliness and organization of the front desk area

- Contributed to a 15% increase in member retention through excellent service

Manager/Bartender

Havana House - Whittier, CA

January 2024 to February 2024

- Managed daily operations at Havana House Whittier, ensuring smooth service and customer satisfaction

Barback

Chakos Social - Fullerton, CA

August 2023 to September 2023

- Assisted bartenders in maintaining a clean and organized bar space
- Aided in restocking bar supplies, ensuring efficient service
- Demonstrated strong teamwork skills in a fast-paced environment
- Solved problems quickly to minimize disruption to service
- Contributed to a 10% increase in bar efficiency through proactive actions

TSA

The Bungalow - Long Beach, CA

May 2023 to May 2023

- Delivered high-quality bottle service, ensuring customer satisfaction
- Maintained cleanliness and organization in high-volume environment
- Quickly resolved service issues, enhancing customer experience
- Contributed to team effort, improving overall service efficiency
- Boosted customer retention through attentive and responsive service

Barback

Bodega Bar and Grill/3Vino's Nightclub - Covina, CA

February 2023 to May 2023

- Stock Bar(Bottles, Juice, Purees, Garnishes, Ice, Napkins/Straws)
- Anticipate what Bartender needs
- Sustain a Clean Bar(Wipe Down,Empty dishes)
- Wipe Down Bottles
- Replace Keg

Solar Sales Consultant

Skyline Solar - Downey, CA

November 2022 to February 2023

- Door Knocking
- Greet Clients
- Help Clientele save going Solar
- Explain thoroughly what I do to my clients and how I can help them save going Solar

Bartender/Expeditor/Food Runner

Kalaveras, Inc - Industry, CA

December 2021 to September 2022

- Managed beverage preparation and service, ensuring customer satisfaction at Kalaveras.
- Expedited food orders, enhancing kitchen-to-table efficiency by 20%.
- Utilized strong multitasking skills in simultaneous roles of bartender, food runner, and busser.
- Solved logistical challenges to ensure smooth operation during peak hours.

- Contributed to a 15% increase in repeat customers through excellent service.

Barback

El Mariachi Grill and Bar - Orange, CA

July 2022 to August 2022

- Assisted in bar operations at El Mariachi Bar and Grill, ensuring smooth service.
- Supported bartenders in maintaining stocked and clean bar area.
- Contributed to team effort to enhance customer satisfaction and drive business growth.

Pizza Maker

The Pizza Press - Brea, CA

November 2021 to December 2021

- Customer Service
- Cashier
- Making Pizza
- Making Dough
- Prepping Vegetables and Meats
- Brooming/Mopping

Stocker

Nordstrom Rack - Brea, CA

June 2021 to September 2021

- Customer Service, Stocker, Clothes, Shoes

Busser/Dishwasher/Server

BJ's Brewhouse and Restaurant - Industry, CA

October 2019 to September 2020

- Ensured seamless dining experience through efficient table clearing and setup
- Boosted customer satisfaction by promptly addressing and resolving service issues
- Demonstrated teamwork by assisting servers in food delivery, enhancing service speed
- Applied problem-solving skills to manage high-volume periods without compromising service quality
- Contributed to increased repeat patronage through attentive and friendly customer service

Education

High school diploma

Glen A. Wilson High School - Hacienda Heights, CA

August 2015 to May 2019

Skills

- Spanish
- Bilingual
- Warehouse experience
- Pallet Jack
- Busser

- English
- Host/Hostess
- Food Service
- Multilingual
- Merchandising
- Food Preparation
- Retail Sales
- Cash Handling
- Load & Unload
- Restaurant Experience
- Heavy Lifting
- POS
- Food Safety
- Kitchen Experience
- Driving
- Cashiering
- Bartending
- Cash handling
- POS
- Restaurant experience
- Serving
- Hospitality
- Customer service
- Cash register
- Heavy lifting
- Sales
- Retail sales
- Load & unload
- Front desk
- Merchandising
- Driving
- Security
- Food service
- Cocktail experience
- Upselling
- Fine dining experience

Languages

- Spanish - Fluent

Certifications and Licenses

Food Handler Certification

Bartender License

May 2021 to May 2024

ServSafe