

Phyllis Davis

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## Qualifications

Team player with acute awareness of the need for quality customer service. Able to be resourceful and adaptable. In possession of tact and diplomacy, motivation and enthusiasm towards customers and service.

## Education

University of North Carolina--Chapel Hill, NC  
General College requirements

Orange Coast College--Costa Mesa, CA  
Medical Insurance Billing Certification  
Bookkeeping Certification

## Relevant Experience

HMS Host--John Wayne Airport--Santa Ana, CA  
Customer service/Bartender--opening set-up of bar--food and beverage service to guests at bar and perimeter--MICROS system operation--daily cash handling and reconciliation  
(2007-2010)

Hyatt Regency--Irvine, CA  
Customer service/On Call Banquet Server--set up of functions per contracts--team effort of food and beverage service to guests according to pre-arranged format  
(2005-present)

Strawberry Farms Golf Club--Irvine, CA  
Customer service/Server/Bartender--daily opening set-up of restaurant and bar--food and beverage service to guests --POS system operation--daily cash handling and reconciliation  
(2000-2006)

## Other Experience

Dr. William Follett/Debbie Follett--El Paso, TX/Newport Beach, CA  
Medical office assistant--billing and clerical duties for acute care and for office --computer data entry for patient information and accounts payable/accounts receivable information.  
(2001-2005)