

CASANDRA E. FENELON

SUMMARY

Dedicated and conscientious professional with a proven track record of excellence in customer service spanning over five years. Possesses an innate ability to swiftly grasp and retain information, coupled with an unwavering commitment to ethical practices and high moral standards. Proficient in a multitude of essential skills including multitasking, time management, precise financial handling, and meticulous attention to detail. Well-versed in utilizing Point of Sale (POS) systems and proficient in Microsoft Word, Excel, and PowerPoint. Eager to leverage skills and expertise in a dynamic bank teller role.

EXPERIENCE

Alluvia Restaurant, Atlanta, GA – Server

March 2022 – PRESENT

- Consistently managed and tended to high volume sections full of patrons
- Demonstrated excellent customer relations skills through sales floor and Point of Sale operations
- Expertly facilitated customer requests with precision and alacrity, ensuring prompt fulfillment of orders

El Super Pan, Atlanta, GA – Bartender

June 2022 – November 2022

- Exhibited exceptional bartending expertise, crafting and presenting artisanal beverages with finesse while maintaining an ambiance of hospitality and refinement
- Delivered impeccable customer service, fostering memorable dining experiences through attentive care and expert recommendations
- Proficiently managed financial transactions with precision and integrity, demonstrating astute attention to detail and adherence to stringent accounting protocols

Bowlero, Atlanta, GA – Project Manager

June 2021 – March 2022

- Demonstrated precision in coordinating daily logistical tasks, including the meticulous organization of reservations and the dynamic adjustment of lane grids on Microsoft Excel

- Exercised adept project management skills in orchestrating seamless event operations, from meticulous reservation management to the flawless execution of food service
- Exhibited agile problem-solving prowess, adeptly navigating unforeseen challenges with innovative solutions and astute improvisation, ensuring seamless task completion under dynamic circumstances

Mr. PJ's Buffalo Wings, Atlanta, GA – Cashier/Server

October 2018 – June 2021

- Executed multifaceted responsibilities with precision and finesse, seamlessly blending cashiering and serving duties to deliver a superlative dining experience
- Expertly managed financial transactions with meticulous attention to detail, ensuring accuracy in cash handling and adherence to established protocols
- Cultivated lasting customer relationships through attentive service and adept problem-solving, consistently exceeding expectations and fostering a welcoming atmosphere

EDUCATION

Clayton State University, Morrow, GA – Completed coursework towards BS in Film Production

August 2019 – August 2020

New Manchester High School, Douglasville, GA – High School Diploma

Graduated 2019

SKILLS

- **Technical Proficiency:** Microsoft Office (Word, Powerpoint, and Excel) and various POS systems
- **Blind Typing:** Type accurately and efficiently without the need to visually locate keys
- **Quick-witted:** Mentally sharp and able to retain information swiftly
- **Attention to detail:** Meticulous, ensuring accuracy and precision in all tasks and endeavors through thorough scrutiny and careful consideration of even the smallest elements
- **Customer Service:** Consistently exceeding expectations through attentive communication, personalized assistance, and proactive problem-solving to ensure utmost satisfaction and foster enduring client relationships
- **Money Handling:** Proficiently managing financial transactions with precision and integrity, demonstrating adherence to established protocols to ensure accurate handling and safeguarding of monetary assets