

# GINIKA A. OKOLIE

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## PROFESSIONAL EXPERIENCE

2019 – 2024 San Jose Marriott San Jose, Ca

## *Bartender*

- Prepare drinks according to standards, recommend specials, and replenish drinks as needed.
- Consistently provide prompt service, manage cash and payments, and maintain customer satisfaction.
- Provide a positive guest experience, interact with patrons, and handle gambling play and payouts.
- Deliver excellent customer relations, building and maintaining a positive and professional relationship.
- Establish rapport with guests, cater to all requests, and resolve service issues in a timely manner.

2019 - 2021 MILLENNIUM RESTAURANT San Francisco, CA

## *Lead Server*

- Led team in a successful shift, prepping items properly so no errors could arise.
- Developed initiatives to increase employee and guest satisfaction.
- Made sure to go above and beyond in meeting guests' requests.
- Check out servers, and handle money at the end of every shift.

2012 -2019 ELITE Houston, TX

## *Waiter*

- *Farm-to-Table Restaurant*
- *Provided attentive service to customers, taking orders, delivering food, and ensuring customer satisfaction*
- *Consistently achieved high customer satisfaction scores, receiving multiple positive reviews and compliments from customers*
- *Developed strong product knowledge, including details about ingredients, sourcing, and menu specials.*
- *Collaborated with the kitchen staff to ensure timely and accurate food delivery to customers*

## EDUCATION

## University of Houston

Houston, TX

## ○Bachelors in Science