

Aaron D. Haakenson
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Customer Service Experience

I have extensive background in the food service and hospitality industry, including hosting, fine dining, catering and banquet events. An extensive Admin and Warehouse background is a Large Part of my Experience in Addition to Customer Service. I am very personable and I consider myself to be very intuitive regarding customer needs and expectations. I have consistently **received a high number of positive customer service comments** through the "Guest Experience Monitor feedback program" or GEM That many restaurants use as well as intercompany accolades with past employers.

I enjoy **working in a public setting** and consider myself an **asset** in this setting. I work well in a team or with little or no supervision.

Employment History

Ramos Oil CO (**2011- present**) West Sacramento, CA

IKEA (**2010-2011**) West Sacramento, CA

Denny's- (**2006-2011**) Moved--Sacramento, CA

Red Hawk Casino - (**2008-2010**) Commute--Placerville, CA

T.G.I. Friday's - (**2007- 2009**) Business Closure--Roseville, CA

Thunder Valley Casino (**2006-2008**) Moved-- Lincoln, CA

Safeway (**2001-2006**, reason for leaving-took company wide buy-out severance pay)

Education

-**2012 "TIPS" certification** (Customer Alcohol Intervention training) *for food service industry*, Sacramento, CA **renewed**

-**2012 California ServSafe Food Handler's certification card**, Statewide certification

-**2011 Food Handler's certification card**, San Diego County

-**2008 CARE® certification** (Controlling Alcohol Risks Effectively) *for gaming industry*, Sacramento, CA

-**2006 "TIPS" certification** (Customer Alcohol Intervention training) *for food service industry*, Sacramento, CA

-**2004 Real Estate license** through the Department of Real Estate (DRE), Sacramento, CA, *not renewed*

-**2000 Diploma-Foothill High School** (honor roll 2 years), Sacramento, CA

Training

Customer Service
Sexual Harassment Prevention
Alcohol Intervention
Real Estate Fundamentals & Practices
Real Estate Finance
Safeway Cashier Training, including Universal Product Code (UPC) & universal Produce Lookup Codes (PLU)
Powered Pallet Jack and Hand operated "Big Joe" fork lift Operation & Safety training
Prevention & loss training for Safeway
Training in Classical Wines
Package Truck Driving for Ramos Oil

Skills

Experience with:
Microsoft Office 2007/2010
POS: IRIS, MICROS, INFOGENESIS, ALOHA, (purchasing, sales, inventory)
Networking
Networked phone systems (10+ lines)
Typing & Ten Key by touch
Fax & copy machines
Smart Phone/Blackberry
Purchasing/Inventory procedures /Safeway
Receiving/HACCP
MSDS
Professional Floor Care Training (SAC VAL)

Professional References:

Dylan Brown, Mgr. IKEA food service (IFS)	916-799-2139
Chris Nichols, Mgr. Ramos Oil Co	916- 919-1693
Elizabeth Farley, Mgr. Acrobat Outsourcing	916-668-5852
Timothy Pittman, Chef. Pheasant Wood Catering	916-747-8665
Kim Vincent, Mgr. Denny's	916-757-3292
Janeen Nasello, Mgr. Red Hawk Casino	408-640-8966
Kevin Young, Mgr. Red Hawk Casino	530-409-3055
Megan Riley, Mgr. T.G.I. Friday's	916-706-6222
Renee Stiles, Mgr. Thunder Valley Casino	916-207-0450
Robert Lawley, Mgr. Safeway	916-812-5069
Keri Roid, Mgr. SBM	916-949-9617

Personal References

Courtney Peshkoff	2852 Hillcrest Road	916-261-0318
	Rocklin, CA 95765	
Anthony Delgado.....	7250 55 th Street.....	916-871-8397
	Sacramento, CA 95823	