

**Aaron D. Haakenson**  
**808 Julian Dr.**  
**West Sacramento, CA 95605**

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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 <sup>th</sup> Street.....	916-871-8397
	Sacramento, CA 95823	