

# SAMANTHA FAJARDO SORIANO

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## ABOUT ME

California State University-Fullerton graduate who is socially adept, attentive, and intentional. Strong team collaboration skills with experience in customer service, building client relationships, and workflow optimization. Looking to utilize a valuable skill set with a team that values a guest experience-driven approach to service.

## EDUCATION

2014 - 2019 • California State University, Fullerton  
B.S. Business Administration - International Business

## EXPERIENCE

### 2021 - Hello Kitty Cafe - Irvine, CA

Cocktail Service Hostess/Server

- Knowledgably walked through our service's policies and rotating menu items with guests to ensure satisfaction and increase efficiency.
- Organized reservations and kept servers aware of each reservation's time limit, modified seating arrangement to adapt to unforeseen delays.
- Managed orders and accompanying financial transactions using digital POS in a fast-paced environment.

### 2019 - Sams Cleaning - Anaheim, CA

2021 Account Manager

- Operated as lead point of contact for any and all matters specific to my accounts.
- Developed great rapport and connections with clients to understand their specific needs and kept business steady throughout 2020.
- Ensured swift problem resolution through sufficient contact.

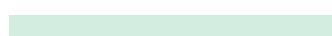
### 2024 - Natural St8 - Chino, CA

Co-Director

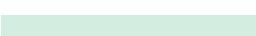
- Learned the importance of interdependence within a group when striving for the same goal.
- Collaborated creatively on creating stage pieces, taught those pieces to my team, and cleaned the team to make the movement more unified.

## SKILLS

Amiable



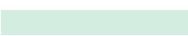
Collaborative



Self-Motivated



Bilingual (Spanish)



Adaptable



Task Oriented

