



DERCOLE GIORDANO

SERVER

CONTACT

 619-207-9686

 dercolegiordano04@gmail.co
m

 Chula Vista, California 91915

SKILLS

- Customer service
- Teamwork and collaboration
- Multitasking and organization
- Time management
- Adaptability
- Reliability
- Commitment to teamwork
- Transaction handling
- Customer experience
- Positive team atmosphere
- Customer satisfaction

PROFESSIONAL SUMMARY

Dedicated and organized individual with strong skills in maintaining cleanliness, operating kitchen equipment, and providing exceptional customer service. Demonstrates solid work ethic by completing tasks quickly and accurately, ensuring smooth and efficient workflow.

EXPERIENCE

September 2021 - April 2022

Crew Member

McDonald's, Chula Vista, CA

- Worked front counter, drive-thru and other areas.
- Took orders, prepared meals, and collected payments.
- Demonstrated strong multitasking abilities, handling multiple orders simultaneously without compromising quality or efficiency.
- Worked well with teammates and accepted coaching from management team.
- Collaborated with team members to complete orders.
- Cleaned and maintained all areas of restaurant to promote clean image.
- Provided excellent customer service by greeting customers and meeting quality expectations.
- Kept food preparation area, equipment, and utensils clean and sanitary.
- Provided exceptional customer service, addressing concerns or issues promptly and professionally.
- Greeted customers in a friendly and professional manner, ensuring customer satisfaction.
- Performed cashier duties such as accepting payments, issuing change, and counting money back to customers.
- Coordinated with other crew members to complete assigned tasks quickly and effectively.
- Handled customer complaints in a professional and courteous manner.
- Cross-trained in multiple positions within the store as needed.

EDUCATION

Expected graduation May 2026

Associate of Science in Liberal Arts Math & Science Candidate
Southwestern Community College, CA

ACCOMPLISHMENTS

Second-degree Black Belt in Tang Soo Do Karate, 17 years of dedicated training under accomplished masters. Skilled instructor, teaching and mentoring students to achieve their martial arts goals. Award-winning competitor with numerous victories at various levels.

CERTIFICATIONS

- Food Handler Certification

REFERENCES

Jesus Gonzales — Mcdonalds
General Manager Hiring Manager
(619) 240-3074
Jesusgonzales.smc@outlook.com