

Thurs 10:00 am TBL

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MICHAEL JAMES WILSON

BA Michael Wilson

University of California Santa Cruz

800-500

PROFILE

In working customer service for over a decade now, I have received a the wisdom, knowledge and skill set required to give the customer the most enjoyable, satisfying experience. Working well under pressure to preserve a healthy, comfortable environment for both the customers as well as my fellow employees is something I pride myself in.

EXPERIENCE

CASHIER/CASH OFFICE SUPERVISOR, WHOLE FOODS

MARKET LONG BEACH, CA / BRENTWOOD, CA 2009-2012

Responsibilities included providing fast and courteous check out as well as handling the bank deposits, store change, petty cash, and accounting for all money exchanges.

GROCERY MANAGER, LASSENS HEALTH FOOD

THOUSAND OAKS 2009

Responsibilities included closing and opening the store, ordering and receiving shipment, executing the many unsuspecting issues that would come about during the day in a quick and professional manner. The store was a small chain so good customer service was essential.

FOOD SERVER, ZELDA'S CAPITOLA, CA 2008-2009

Served food and beverage in a high volume fast paced environment. This restaurant was on the beach so as you can imagine one had to hustle, multitask, while still providing the utmost attention and service to each and every guest.

FOOD SERVER/ ASSISTANT BANQUET CAPTAIN, NORTH RANCH COUNTRY CLUB WESTLAKE, CA

2005-2006/2007-2008

Served food and beverage in an exclusive golf and tennis club. I was trained in fine dining service for many positions including wine service, food service, and food presentation (expediting). I was also directly assisting the banquet captain during weddings, bat/bar mitzvah, and many other events. This included successfully executing a floor plan, making sure the event remains on schedule, and most importantly in my opinion, taking care of those unsuspecting issues that always arise and need to be addressed in a calm efficient fashion.

