

Wed 10/10 11:00

IM 9/28/12

James B. Henderson III

(951) 801-1846

Riverside

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Customer Service Representative

Expertise in maintaining customer satisfaction and increasing sales in a fast-paced environment.
Key competencies include:

- Customer Service
- Leadership / Team-Building
- Multi-Tasking
- Sales
- Interpersonal Skills
- Communication

EXPERIENCE

CASK N' CLEAVER RESTAURANT, Riverside, CA **2005-2010**

(Voted one of the Top 25 restaurants in Riverside County by The Press Enterprise)

Bartender/Server, Riverside, CA

- Maintained inventory to sustain appropriate levels of spirits, beers, and mixtures. Ordered items when necessary, to alleviate managerial job load.
- Distributed restaurant promotional and marketing materials. Increased weekly clientele by estimated 200%.
- Engaged customers and focused on client satisfaction to ensure repeat business.

STATE OF CALIFORNIA, Huntington, CA **2005-2007**

Life Guard, Bolsa Chica, CA

- Gained CPR, First Aid & EMT certification.
- Supervised beach attendees and responded to emergency situations.

CITY OF RIVERSIDE, Riverside, CA **2004-2005**

Communications Intern, Riverside, CA

- Edited City of Riverside quarterly newspaper and authored several compelling articles. Attended city council meetings to gain additional material for newspaper.
- Interviewed Mayor, City Manager, City Council members and Chief of Police on policy issues affecting the city.

ADDITIONAL EXPERIENCE

MONTEREY BAY AQUARIUM, Monterey Bay, CA

Underwater Tank Cleaner (2002-2003)

Sanitized and cleaned viewing tanks. Provided demonstrations about plants and animals, scuba diving equipment, and safety to children.

EDUCATION

B. A. University of California, Riverside, CA (in progress)

- Excerpts of thesis published in National Science Teachers Association Magazine, 2007.

A. A. Riverside Community College, Riverside, CA

General coursework, California State University, Monterey Bay, CA