

# Jeri Goodman

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## PROFILE

Customer service professional with strong skill set in customer loyalty and customer satisfaction. Extensive experience in the Hospitality Industry as well as strong background in food & beverage. Experience in managing diverse teams and completing projects thoroughly and within budget. Ability to motivate, enthuse and keep team members focused. Seeking a company who would utilize my skills and abilities to effectively contribute to a positive customer service environment.

## PROFESSIONAL EXPERIENCE

### Pura Vida Bracelets – La Jolla, CA

March. 2012 – Current

#### Customer Service Rep/ Shipping Manager

- Maintained relations with online shoppers who experience difficulties in the shopping experience.
- Fixed any errors in customer orders.
- Assisted customers in the ordering process utilizing live chat.
- Processed all shipping labels.
- Managed packing and delivery of over 150 orders per day.

### Sherwood Country Club - Thousand Oaks, CA

April. 2000 – March 2012

#### Sales Manager

- Managed and scheduled food and beverage staff of 45 employees weekly.
- Directed over 150 events per year, including weddings, bar mitzvahs, golf tournaments.
- Processed payroll for Wait Staff and Housemen Departments.
- Tailored events towards specific country club members to increase revenues and profits.
- Designed new inventory ordering system to ensure proper stock on all food and beverage items.

### bruce's Catering – Encino, CA

February 1998 – March 2000

#### Banquet Captain

- Helped Prepare all food and beverage for private events
- Processed payroll for 35+ Banquet Servers
- Built and broke down banquet displays and buffet setups for all craft services
- Bartended full service bar for events with over 150 attendees

## EDUCATION

### Moorpark College - Moorpark, CA

January 1973 – January 1976

- Graduated with Associates Degree

## OTHER SKILLS

Microsoft Office • Aloha POS System • Club Connect Scheduling • ADP Payroll