

# NAME

TITLE

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## Profile

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## Experience

### Retail Cashier - Company / Location

*January 2022 – Ongoing*

- Handled customers throughout checkouts by responding to all questions from customers, making suggestions, and assisting them in finding the things they were looking for.
- Operated the cash register and other POS tools and electronics needed to process client payments.
- Issued receipts and processed refunds from clients from various payment forms, including cash, cheques, mobile payments, and bank card payments.
- Helped the customers with the packaging and bagging process, improving client satisfaction rates by 5%.
- Explained gift cards and coupon terms to customers along with the purchase of regulated items like alcoholic drinks and cigarettes.

### Part-time Food Server - Company / Location

*October 2019 – December 2021*

- Worked on a rotational shift (4 days a week) with a team of waiters and food servers to maintain a medium-sized restaurant.
- Explained and promoted chef's recommendations and weekly specials, with an upselling success rate of 43%.
- Cleaned and set up tables before meals to ensure a positive customer experience and heartily welcomed guests to the restaurant and organized their seating.
- Occasionally aided in the kitchen and bar sections by performing light duties, effectively widening my experience in bartending and food handling.
- Helped speed up food delivery and reduce kitchen staff idle time by delivering ready meals as soon as they were ready

### Project Experience

- Organized a brainstorming meeting to create new listings for the restaurant's menu to target a wider demographic of patrons
- Helped in drafting a new design for the restaurant's menu organization to make it easier to memorize and increase the order volume

## Education

### Associate's Degree in Tourism and Hospitality Management -

Montgomery County Community College

*2021*

### High School Diploma - Pacific Grove High School

*2017*

## Skills

### Expertise

- Can emphasize with guests

- Good at upselling
- Capable of memorizing items quickly
- Adaptable with a drive to improve
- Attention to details

## **Licenses & Accreditations**

### **Licenses Licenses & Accreditations**

- ServSafe Food Handler Certification