

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Respected and personable professional, experienced in conflict resolution and team collaboration, seeking a security guard position to utilize my unique skill set. Eager to apply strong observational skills to create a secure and inviting environment for your company’s clients, staff, and guests.

Experience

Hostess - Company / Location

MONTH YEAR - Present

- Established friendly rapport with customers, increasing customer satisfaction by 14% and overall revenue by 22%.
- Presented daily specials and recommendations to guests upon seating, increasing bar sales by nearly 15%.
- Organized and scheduled reservations for numerous customers every day.
- Collaborated with eight hostesses to manage reservations and seating charts, increasing effectiveness and table turnover.
- Named Hostess of the Year by the restaurant in 2018 and 2019.

Nanny - Company / Location

MONTH YEAR – MONTH YEAR

- Supervised after-school schedules for twin girls, both aged 13.
- Planned and cooked meals and snacks to ensure the children were cared for.
- Coordinated driving schedules with parents, increasing efficiency and reducing familial complaints.
- Tutored the children in English and algebra, improving average English essay scores by 36% and average algebra test scores by 27%.
- De-escalated conflicts between the twins, particularly when there were fights over food, toys, and school.

Project Experience

- Developed a plan for the twin girls to improve their grades through work, study, and dedication. Assisted them in following through with their goals.
- Established a new protocol to deal with upset customers during my time with a hostess. This new protocol helped reduce workplace incidents.
- Watched over children while they were out and about, ensuring no strangers got close to them.

Education

High School Diploma - Boston Latin High School

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Courageous
- Analytical
- Adaptable
- Compassionate
- Conflict resolution

Licenses & Accreditations

Licenses & Accreditations

- Certified Protection Officer (CPO)