

NAME

TITLE

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

Profile

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Experience

Secretary - Company / Location

October 2021 – Ongoing

- Greeted clients, answered calls, and handled correspondence between clients and employees of different departments.
- Prepared meeting rooms for business reviews and important scheduled meetings while attending them to ensure that the meeting goes smoothly.
- Coordinated with the sales team by receiving sales reports to compile them into grand reports for easier presentation.
- Maintained the sales office by purchasing necessary office supplies and maintaining adequate stock levels of all the necessary items.
- Liaised with multiple facility management vendors, including catering, security, and cleaning services.

Server - Company / Location

April 2020 – September 2021

- Greeted customers and accompanied them to their dining tables, then handed out food and beverage menus.
- Listened to customers' preferences and provided them with information about specials while occasionally giving them suggestions to increase order size
- Delivered meals and beverages to customers while occasionally checking on them to ensure that they were satisfied with service and quality.
- Tended to clients' requirements during their stay and helped them with new orders and other requests.
- Prepared the bills for customers and occasionally assisted with payment processing during rush hours.
- Maintained the order and cleanliness of the dining area and prepared the tables for new customers periodically.

Project Experience

- Suggested new menu items to the restaurant management as per customers' feedback and occasionally used my upselling skills to recommend these items, improving sales by 5%

Education

2021

Associate degree in Marketing and Sales - Mesa Community College

- GPA: LIST
- AWARD
- AWARD

High school diploma - Greenfield High School

2019

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Excellent customer service
- Enthusiasm
- Active listening and engagement
- Cross-selling and upselling
- Time management

Licenses & Accreditations

Licenses Licenses & Accreditations

- ServSafe Food Handler Certification
- Awarded employee of the month on multiple occasions in 2020