

Rosalinda Vera-Henderson

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PROFILE

Dynamic hospitality professional with 7 years of experience delivering exceptional guest relations and customer service. Demonstrated expertise in managing high-volume environments and training teams to exceed service standards. Proficient in bilingual communication, enhancing guest interactions in both English and Spanish. Recognized for strong leadership abilities and conflict resolution skills, fostering collaborative team dynamics, and ensuring guest satisfaction. Passionate about creating memorable experiences through attentive service and effective upselling techniques.

EMPLOYMENT HISTORY

Hostess and Restaurant Server, Monaghan's on the Hill

Oakland, CA | May 2024 – Jul 2025

- Greeted and seated 200+ guests per shift while managing reservations and large party accommodations.
- Delivered high-volume food and beverage service in a fast-paced environment, consistently earning positive guest feedback.
- Collaborated with bartenders to promote cocktails and upsell menu items, increasing nightly sales.
- Trained two new servers and hosts on guest service standards and POS systems.
- Maintained polished, professional demeanor under pressure, ensuring smooth service flow.

Recreational Leader, Oakland Parks and Rec., Franklin Rec. Center

Oakland, CA | Feb 2022 – Aug 2024

- Supervised groups of 20+ children, ensuring safety and engagement in structured activities.
- Created and led bilingual enrichment programs (English/Spanish) tailored to diverse learning styles.
- Partnered with parents and staff to address behavioral challenges and encourage personal growth.
- Recognized for leadership, dependability, and positive impact on community programming.

Pre-School Teacher, Colibri Pre-School (Creative Spanish)

Oakland, CA | Aug 2023 – May 2024

- Independently led daily lessons for children ages 3–6, fostering early Spanish language acquisition.
- Designed engaging lesson plans integrating music, games, and art for maximum impact.
- Praised by families for patience, empathy, and the ability to connect with young learners.

Dry Cleaning Attendant, Crown Cleaners

Oakland, CA | May 2022 – Aug 2022

- Managed POS register with 100% cash accuracy and end-of-shift reconciliations.
- Operated commercial dry-cleaning equipment, ensuring high-quality garment care.
- Delivered courteous service and resolved customer complaints efficiently.

Classroom Assistant, Milpitas High School (Spanish Department)

Milpitas, CA | Feb 2021 – Aug 2024

- Tutored high school students in Spanish grammar, writing, and conversational fluency.
 - Assisted teachers with grading, lesson planning, and supervising classroom activities.
 - Delivered cultural presentations to strengthen student engagement in language learning.
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EDUCATION

Bishop O'Dowd High School

Oakland, CA | Aug 2020 – May 2024

- Lacrosse First Team All-League – Earned recognition for leadership and teamwork.
- New Student Ambassador – Welcomed and mentored new students, assisting with tours and orientation.
- Black Student Union (BSU) – Organized events and discussions celebrating culture and inclusion.
- Latinos Unidos – Contributed to community service projects promoting diversity and unity.
- Mathletes – Competed in math competitions, developing strong problem-solving and teamwork skills.

University of Houston – Bachelor of Science in Psychology

Houston, TX | Aug 2024 – May 2028

SKILLS

- Guest Relations & Customer Service Excellence – Expert
- Bilingual Communication (English/Spanish) – Expert
- Conflict Resolution & De-escalation – Expert
- Upselling & Suggestive Selling – Expert
- Strong Leadership & Team Collaboration – Expert
- POS Systems (Toast, Square, Clover) – Expert
- First Aid, CPR, AED Trained

LANGUAGES

- English – Fluent Spanish – Fluent

CERTIFICATIONS

- TABC Seller-Server Training Certification, Texas Alcoholic Beverage Commission, 360training | July 2025
- Food Handler Training Certificate, ANAB Accredited, 360training | July 2025