



DANNA BIBIANO

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Summary

Dynamic and customer- focused 21 yr old with four years of experience in the service industry. Skilled in delivering excellent customer service, handling high-pressure situations, and adapt at multitasking in fast paced environments. Known for a strong work ethic, effective communication Experience with POS systems, inventory, management, and conflict resolution, consistently aiming to create positive and memorable customer experiences.

Skills

- Daily specials memorization
- Point of sale system
- High-volume dining
- Hospitality service expertise
- Sales expertise
- Dining area maintenance

Experience

Qiao Lin Hot Pot | Chicago, IL

Server

09/2024 - Current

- Monitored dining room for cleanliness and proper set-up at all times
- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Performed opening and closing duties such as setting up the dining area, restocking supplies..

Kanela Breakfast Club | Chicago, Illinois

Server

09/2023 - 09/2024

- Prepared drinks according to standard recipes.
- Provided excellent customer service to ensure satisfaction.
- Assisted in training new servers.

Robert's pizza and Dough Company |

Chicago, IL

Server

06/2021 - 09/2023

- Took orders from customers accurately and in a timely manner.
- Provided excellent customer service to ensure satisfaction
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.

My Home Daycare | Chicago, Ill

Teacher's Assistant

06/2018 - 05/2020

- Facilitated small group instruction and activities for students of varying abilities.
- Assisted teachers with creating and maintaining a safe, orderly learning environment.
- Supported teachers by preparing materials, setting up equipment, and organizing supplies.

Education and Training

Morton East High School