

## PROFESSIONAL SUMMARY

Detail-focused professional with over 12 years of experience in food service and administrative roles, excelling in team collaboration and customer service. Skilled in bartending, POS systems, and multitasking, with a proven track record of enhancing service flow and maintaining quality standards. Eager to leverage organizational skills and innovative problem-solving abilities to contribute to company growth and customer satisfaction.

## EMPLOYMENT HISTORY

MAY 2020 - NOV 2023

### Bartender, Goldbergs, Smyrna, Ga

- Work high-volume shifts in both the cocktail lounge and fine-dining restaurant.
- Reconcile receipts at the end of the night using Micros POS system.
- Collaborated on seasonal drink menus and invented several lucrative cocktail recipes.
- Train new hires to mix drinks properly, serve drinks responsibly, and ensure customers are satisfied. Developed signature cocktail recipes and seasonal drink menus, while managing high-volume service across fine-dining and lounge environments

SEP 2015 - 2021

### General Office Assistant, Department of Natural Resources, Detroit, MI

- Answered office phone and emails to schedule appointments, forward information and complete daily tasks.
- Delivered exceptional customer service through direct communication with clients and team members.
- Greeted visitors or callers daily to handle questions or direct to appropriate staff. Streamlined administrative workflows by implementing digital filing system and coordinating interdepartmental communications for enhanced efficiency.
- Managed high-volume administrative operations while maintaining accuracy in documentation and scheduling for multiple department heads.

MAY 2018 - AUG 2018

### Contractor, Pat's Landscaping & Tree Service, Detroit, MI

- Renovated and produced physical structures to meet timeline and budgetary constraints.
- Managed quality control and maintained high level of customer satisfaction.
- Reviewed customer requests, resolved questions and defined specifications before completing orders.
- Visited job sites and reviewed renovation plans to ascertain projects. Led complex landscaping projects, coordinating with clients to deliver custom outdoor solutions while maintaining strict quality standards and timelines.
- Executed detailed site assessments and project specifications, ensuring precise implementation of client requirements and safety protocols.

MAY 2013 - AUG 2013

### Cashier, Eastern Market, Detroit, MI

- Operated cash register, collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Helped customers find specific products, answered questions and offered product advice. Streamlined point-of-sale operations while maintaining exceptional accuracy in cash handling and reconciliation, enhancing customer satisfaction through efficient service

NOV 2023 - PRESENT

### Expo, Snooze, Georgia

- Expedite food delivery coordination between kitchen and service teams, maintain quality standards, and ensure accurate order sequencing for optimal dining experience
- Support kitchen operations through efficient plate management, coordinate with servers to streamline service flow, and maintain organized expo station
- Drive service excellence by managing multiple orders simultaneously, resolve timing conflicts, and maintain consistent food presentation standards
- Foster effective communication between front and back of house teams, ensure proper garnishing, and maintain food safety protocols

## EDUCATION

MBA in Business Administration, Wayne State University, Detroit, MI

MAY 2015

**High School Diploma, University Preparatory Science And Math High School, Detroit, MI**

- 3.2 GPA

- Honor Roll

## **SKILLS**

Document Editing

Medical Billing

Coding

MS Office

Team Collaboration

Leadership

Multitasking

Maintenance

Customer Service

Cash Handling

POS Systems

Bartending