

Katherine Perez



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Professional summary

Dedicated professional with extensive experience in customer service and leadership roles, known for optimizing operations and enhancing guest experiences. Demonstrated expertise in managing reservations, streamlining processes, and implementing digital solutions to improve efficiency and satisfaction. Proven track record of fostering teamwork and driving productivity, with a commitment to delivering exceptional service and achieving operational excellence.

Employment history

2022 - DEC 2024

Host/Server, Armani Casa Residencial Rest

- Manage reservations, enhance dining experiences, coordinate kitchen for seamless service.
- Reduced wait times by optimizing guest seating and transitions.
- Facilitated smooth service flow, ensuring high guest satisfaction.
- Collaborated with staff to maintain precise timing and service quality.
- Consistently delivered exceptional dining experiences through effective coordination.
- Fostered teamwork between front and back of house to maintain service excellence, resulting in consistent positive guest feedback
- Implemented refined reservation protocols and service timing strategies, optimizing restaurant capacity and guest experience metrics

2021 - 2022

Front Desk, Jade Beach/Marina Palms

- Scheduled appointments and maintained client records, enhancing front desk efficiency.
- Implemented digital systems for appointments, improving visitor flow and experience.
- Communicated policies effectively, ensuring visitors understood procedures.
- Directed visitors to appropriate personnel, optimizing front desk operations.
- Streamlined check-in processes, resulting in improved client satisfaction.
- Managed front desk operations with digital solutions, reducing wait times and enhancing visitor experience through efficient check-in protocols.

JAN 2021 - JUL 2021

Assistant Store Manager, Little Caesars Pizza

- Collaborated with store manager to develop strategies for achieving sales and profit goals
- Directed and led employees, supervising activities to drive productivity and efficiency
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies

Education

Miami Dade College

Skills

Customer Service (Experienced)



Organization (Expert)



Microsoft Office (Expert)



Communication (Expert)



Time Management (Expert)



Inventory Management (Expert)

