

## Michelle M Birnie

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## Objective

A position in the hospitality industry, with an emphasis on food and drink serving.  
Customer service skills and computer operator.

## Employment History

### Waitress

09/2004 - Current	Bayside Grill	Key Largo, FL
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Take orders and serve food and beverages to patrons at tables in dining establishment.

### Tech Support

04/2002 - 02/2004	Convergys	Toledo, OH
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Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

## Education and Training

Issuing Institution	Location	Degree Received	Course of Study
Coral Shores High School	FL	High School Equivalency Diploma	General High School Curriculum

## Additional Information

Computer skills:  
Listen attentively, solve problems creatively to find common ground and achieve win-win outcomes.

References available upon request.