

MAURICIO ALCOBA

Customer Service Representative – Food & Beverage

CONTACT

☎ (415)-630-0069

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SUMMARY

Reliable and hardworking hospitality professional with experience in both food service and facility maintenance. Strong multitasker with a positive attitude, able to thrive in fast-paced environments and contribute to team success.

SKILLS

- Customer Service Excellence
- Food and Beverage Service
- Cleaning and Sanitization
- Facility Maintenance
- Team Collaboration
- Ability to Work Under Pressure

EDUCATION

2011

William C Overfelt High School

2012-2015

Deanza Community College

Master of Fine Arts in Film and Video
Production (MFA)

WORK EXPERIENCE

Server

The White Shallot (2015-2018)

- Delivered exceptional dining experiences in a high-end restaurant.
- Managed multiple tables efficiently.
- Explained dishes, specials, and wine pairings.
- Trained new staff in service standards.

Server

Coco's restaurant and bakery (2017-2021)

- Greeted guests and kept tables clean and stocked.
- Packaged bakery items for dine-in and to-go.
- Provided friendly, fast service in a high-traffic setting.

Day Porter

Linked in (2019-2024)

- Cleaned and restocked restrooms and break rooms throughout the day.
- Wiped down surfaces, windows, and high-touch areas.
- Restocked supplies like soap, paper towels, and sanitizer.