

Resume 720

OBJECTIVE:

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company in *Sales, Warehouse, Assembly, Food Service, or as applicable*, utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATIONS:

- Over 20 years' experience in providing uncompromising highest standards of customer service in marketing and restaurant settings, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Excellent time management skills and documentation abilities along with completing projects ahead of schedule
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any educational setting
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

03/98 – 03/20

Marketing / Sales

City Wide Industries, Buffalo, NY

- Directed and coordinated activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Monitored suppliers to ensure that they efficiently and effectively provide needed goods within budgetary limits.
- Managed the movement of goods into and out of production facilities to ensure efficiency, effectiveness, or sustainability of operations.
- Reviewed operational records and reports to project sales and determine profitability.
- Monitored customer preferences to determine focus of sales efforts.
- Maintained knowledge of current sales and promotions, policies regarding payment and security practices.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Directed administrative activities directly related to making products or providing services.
- Hired, trained, and evaluated personnel in sales or marketing establishments, promoting or firing workers when needed.

01/18 – 03/20

Server

Grapevine, Amherst, NY

- Provided outstanding customer service and personal services to patrons.
- Served beverages to patrons; describing ingredients and process of making the drink.
- Checked with customers to ensure that they are enjoying their drinks and take action to correct any problems.
- Cleaned and polished counters, shelves, walls, furniture, or equipment in food service areas or other areas of restaurants and mop or vacuum floors.
- Stocked refrigerating units with wines or bottled beer or replace empty beer kegs.
- Maintained adequate supplies of items, such as clean linens, silverware, glassware, dishes, or trays.
- Checked identification of customers to verify age requirements for purchase of alcohol.

01/18 – 03/20

Banquet Server

Wurlitzer, North Tonawanda, NY

- Set up for banquets daily
- Supervised coworkers to ensure tasks are completed correctly and promptly
- Used computer system to input food and drink orders
- Performed monthly inventory of liquor and bar needs
- Assisted Banquet Manager with banquet diagrams and billing
- Cleaned and polished counters, shelves, walls, furniture, or equipment in food service areas or other areas of the restaurant and mop or vacuum floors.

03/18 – 05/19

Server

Tully's Good Times, Amherst, NY

- Took beverage orders from serving staff or directly from patrons.
- Planned, organized, and controlled the operations of the bar.
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Presented menus to patrons and answer questions about menu items, making recommendations upon request.
- Removed dishes and glasses from tables or counters and take them to kitchen for cleaning.
- Cleaned tables or counters after patrons have finished dining.

03/18 – 11/18

Customer Service / Prep Cook

Santasiero's, Buffalo, NY

- Took orders from patrons for food and beverages.
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Prepared tables for meals, including setting up items such as linens, silverware, and glassware.
- Assisted host or hostess by answering phones, and by greeting, seating, and thanking guests.
- Cleaned up spilled food or drink or broken dishes and remove empty bottles and trash.
- Prepared itemized checks when necessary.

EDUCATION and ACHIEVEMENTS:

Accident / Health Insurance License

New York State Licensed

High School Equivalent

SUNY EOC, New York