

# RESUME #210

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## PROFESSIONAL PROFILE:

Dedicated and versatile worker with extensive Customer Service experience. Innate capacity to learn and master new programs, procedures, and tasks quickly. Excellent communicator, with a proven ability to deliver customer satisfaction while increasing sales.

## WORK EXPERIENCE:

### 06/15 - Present      **Banquet Server**

*Global Spectrum, Niagara Falls, NY (location - Conference & Event Center, Niagara Falls)*

- Provide banquet services for weddings, private parties, special events, and corporate functions
- Greet and seat guests and receive/deliver food and drink orders
- Perform a wide range of serving duties for banquets/parties for up to 800 guests
- Clean off tables and set new dishes and silverware for new guests/attendees
- Train new personnel to comply with all server etiquette, standards, and procedures, monitoring all work activities for quality and professionalism
- Cash out customers' orders using credit card readers and cash registers, returning exact change, and maintaining balanced drawers

### 12/12 – 08/15      **Electronics Technician**

*Sam's Club, Niagara Falls, NY*

- Prepared electronic merchandise for display, and re-arranged merchandise in order to increase sales
- Demonstrated the safe operation of equipment and provided knowledgeable assistance to customers when making purchasing decisions
- Increased sales by providing excellent customer service and technical advice
- Performed inventory management

### 08/10 – 12/12      **Cook**

*Richardson Fast Food Deli, Niagara Falls, NY*

- Took orders from customers and operated ovens, steamers, flat grills, barbecue grills, and fryers while fulfilling those orders
- Maintained a clean and sanitized work area at all times
- Ensured food was stored and cooked at correct temperature by regulating temperature of ovens, broilers, grills, and roasters
- Restocked kitchen supplies, rotated food, and stamped the time and date on food in coolers
- Cashed out customers

## EDUCATION:

**High School Diploma (2010)**  
**Business Studies (2018)**

Jefferson Davis High School, Niagara Falls  
Bryant & Stratton