

**CUSTOMER SERVICE PROFESSIONAL**

***HOSPITALITY / CLIENT RELATIONS / ADMINISTRATION AND MANAGEMENT***

Motivated professional with experience in management, customer service, hospitality, administration and construction. Dependable and efficient employee with superior communication skills and a dedication to high quality customer service. Quick learner, that enjoys challenges and works well independently as well as collaboratively in a team setting. Extremely organized, resourceful and a proven ability to complete tasks timely in accordance with customer expectations. Ability to foresee and identify problems and implement solutions. Effective multitasking and client relation building experience. Superb conflict resolution skills. High physical stamina for performing strenuous and repetitive tasks.

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**PROFESSIONAL EXPERIENCE:**

**Louko Construction, Phoenix, AZ** Oct 2019-Present

- Sole business owner in charge of project planning and execution.
- Full home renovations including flooring removal, painting, door install, hardware install, vanity upgrades, drywall repair and landscaping
- Procured pricing information from vendors to support cost-effective purchasing
- Use of Quickbooks for tracking spending, billing, profit/loss
- Responsible for all marketing online such as on HomeKeeper and Nextdoor

**Archery Headquarters, Chandler, AZ** 2018-Sept 2019

**Bow Technician/ Sales Representative**

- Increased companies sales revenue monthly by gaining extensive knowledge of products sold in the shop
- Built and maintained customer relationships
- Handled money with accuracy

**Snooze AM Eatery, Phoenix AZ** 2015- 2018

**Assistant General Manager**

- Collaborated with the management team to create effective methods and procedures leading to excellence in sales
- “Green Captain Manager” – helped in the implementation of community outreach for nonprofits such as St. Mary’s Food Bank, FreeArts and gardens for the Roosevelt School District. Green Captains worked together to educate the staff and community on ways to be more “green” including recycling, composting, and using other resources responsibly.
- Managed daily operations at all levels such as the hiring of staff, profit & loss control, staff scheduling, supply ordering, tracking inventory of products
- Efficiently managed money daily at one of the companies highest volume restaurants
- Maintained superior levels of cleanliness to ensure 100% on health inspections while using skills with HACCP hazard checklist

**Five G, Phoenix AZ** 2015 (8 months)

**Construction**

- Instrumental in the installation of major projects such as highway guardrails, highway signs, holes augured, and vehicle barriers
- Continually maintained clean work environment and equipment
- Outstanding familiarity with safety procedures and potential road work hazards
- Transported tools and materials to installation sites

**Cheddar’s, Chandler, AZ** 2014 – 2015

**Server**

- Communicated with customers thoroughly to ensure an enjoyable dining experience and prompt resolution of customer requests.

- Present menus to customers and suggest specialty dishes by assessing customer preferences and answering questions about menu items.
- Memorize all table numbers and time tables properly in order to enhance organizational performance and efficiency.
- Develop constructive and cooperative working relationships with bar, kitchen, wait staff and management.

**Oregano's Pizza Bistro**, Scottsdale, AZ | Chandler, AZ

2011 – 2014

**Manager** (2013 – 2014)

- Built loyal customer base by efficiently managing and motivating staff team members to provide superior service and evaluating customer satisfaction.
- Investigated and resolved customer complaints expeditiously through active listening and a service orientation.
- Strategically planned and coordinated the recruitment, selection, training and work assignments of staff to maximize service standards and staff preparedness.
- Monitored compliance with quality food preparation standards and health and safety regulations.
- Maintained food, beverage and equipment inventories and verified product quality and quantity.

**Cook** (2011-2012)

- Prepared work stations to ensure adequate supplies are maintained to meet demand and restocked stations as necessary.
- Maintained flexibility in a fast-paced environment while rotating through all the restaurant food line stations.
- Efficiently prepared specialty foods, such as pizza, pasta, sandwiches and salads, according to set instructions.
- Verified that sanitation, health, safety, and food quantity and quality standards are observed at all times.

**EDUCATION:**

**Arizona Department of Education**, Phoenix, AZ

2011

General Education Development Diploma

**COMPUTER PROGRAMS:**

- Aloha
- Compeat
- Quickbooks

**REFERENCES AVAILABLE UPON REQUEST**