

Tanisha

General Manager - The Whist

Miami, FL

Seeking a challenging position that will allow me to utilize my skills to enhance the mission of your company.

Willing to relocate: Anywhere

Work Experience

General Manager

August 2018 to Present

- Supervised and coordinated dining room activities
- Included duties as a server and as a cashier
- Ensure all new hires were correctly trained
- Interview and Hire New servers
- Make Schedules for complete staff
- Key holder
- Schedule and set up Catering events
- Responsible for making daily deposits
- Collect, count, and disburse money
- Responsibilities of opening and closing down restaurant before and after closing of business day
- Key holder of building

Head Bartender

August 2013 to May 2021

- Preparing alcoholic and non-alcoholic beverages for bar patrons and servers for restaurant patrons
- Assessing bar customers' needs and preferences and making recommendations
- Collecting payments, keeping tabs
- Preventing excessive drinkers
- Maintaining stocks
- Creating bar menus
- Keeping bar clean
- Keeping inventory and ordering
- Opening and closing bar in a timely and responsible manner
- Maximize sales daily and weekly
- Hire and manage other bartenders as well as training
- ensure all guests are provided the highest level of service
- guiding guests through menus
- assisting guests make food and beverage selection
- Assisting fellow team members to ensure overall guests satisfaction

- greeting and seating guests
- answering phone,
- manage restaurant waiting list.
- preparing mix drink for bar and server team members

Customer Service Representative

July 2019 to November 2020

Technical Support Expert

May 2015 to July 2017

Care Support

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients,
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
- Research required information using available resources;
- Follow standard processes and procedures;
- Identify and escalate priority issues per Client specifications;
- Redirect problems to appropriate resource;
- Accurately process and record call transactions using a computer and designated tracking software;
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
- Follow ups and make scheduled call backs

General Manager

February 2013 to April 2015

- Key holder
- Schedule and set up Catering events
- Maintained a salad bar while severing 4 or more tables at a time
- Responsible for making daily deposits
- Collect, count, and disburse money
- Responsibilities of opening and closing down restaurant before and after closing of business day
- Key holder of building
- Control safe access and responsible for counting safe twice daily
- Supervised and coordinated dining room activities
- Included duties as a server and as a cashier
- Ensure all new hires were correctly trained
- Interview and Hire New servers

- Make Schedules for complete staff
- Order beer and wine

Front of House Expert (shift leader)

July 2011 to November 2012

- Supervised and coordinated dining room activities
- Included duties as a server and as a cashier
- Set-up and operated line for lunch and dinner service
- Ensure all new hires were correctly trained by myself
- Maintained a salad bar while severing 4 or more tables at a time
- Collect, count, and disburse money
- Communicate with customers, employees, and other individuals
- Answer telephones, direct calls, and take messages
- Set-up and operated line for lunch and dinner service
- Responsible for making daily deposits
- Train all new hires on cash register

Signal Support System Specialist

October 2007 to May 2011

Signal support system specialist

- Maintain radio and data distribution system
- Perform signal support functions and technical assistance for computer systems
- Provide technical assistance and training for local area networks
- Maintenance for equipment, terminal devices, assigned vehicles and power generators

Mail clerk

- Sort and distribute incoming and outgoing mail for a entire battalion
- Responsible for picking up battalions mail from Ft. Stewart Post Office each day
- Drove a company vehicle to and from post office
- Primary contact for shipping and receiving mail and packages ordered by various section.

Education

Associate

Skills

- Beech
- Problem solving
- Food service
- Ion
- Banquet experience
- Restaurant experience

- Serving
- English

Military Service

Branch: United States Army

Rank: E3

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Rank: E3

Assessments

Call center customer service — Proficient

January 2021

Applying customer service skills in a call center setting

Full results: [Proficient](#)

Attention to detail — Highly Proficient

August 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Security guard skills — Highly Proficient

August 2020

Assessing risks, enforcing security standards, and handling complaints.

Full results: [Highly Proficient](#)

Work style: Reliability — Proficient

January 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Customer focus & orientation — Proficient

July 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.