



CONTACT

✉ [Redacted]

☎ [Redacted]

📍 Flamingo Pointe, Miami Beach

HIGHLIGHTS

- Bilingual English & Spanish
- 20 Years Hospitality Experience
- 13 Years Social Media Marketing
- Event Planning & Promotion
- Management & Leadership Roles
- Forbes Level Luxury Training
- Knowledge in Fine Dining & Wine
- Excellent Communication, Conflict Resolution & Interpersonal Skills
- Worldwide Online Brand Development
- Social Media & Marketing Expert

REFERENCES

[Redacted]
 [Redacted]

"JIN"

Next Level Service with a Smile!

Energetic and bilingual professional with 20 years experience in the hospitality industry and over a decade in marketing and content creation available for immediate employment with a fantastic team.

RELEVANT EXPERIENCE

Server & Shift Lead - South Beach

[Redacted] | September 2024 - Present

- Foster local relationships & provide service excellence.
- Upscale cocktails & wine knowledge focused on natural wines.
- Address any concerns or special requests with professionalism.

[Redacted] | January - September 2024

- Establish instant rapport with an international array of locals and tourists, guiding them through an enjoyable dining experience from greet to cheesecake!
- Coordinate with kitchen and other waitstaff to ensure a seamless dining experience & quick turn around.

Front of House Manager - Los Angeles, CA

[Redacted] | June 2018 - Feb 2022

- Ensure a smooth customer experience from start to finish.
- Oversee training and scheduling of all front of house.
- Mediate all communications between restaurant staff and guests utilizing quick and positive conflict resolutions.
- Oversee private events and reservation scheduling.
- Uphold 4 star dining and serving standards at all steps.

Digital Marketing: Management, Consulting & Content Creation

[Redacted] reelance | June 2012 - present

- Offering consultation and social media management to brands of various sizes in online marketing & growth.
- Create short & long form content and marketing strategies for websites, blogs, & social media platforms.
- Attract, engage, and grow target audiences, boost SEO, build brand awareness and increase sales.

EDUCATION BACKGROUND

BA World Business & Communications

[Redacted] University | Graduated May 2011

MBA Masters in Online & Marketplace Business

[Redacted] Completed June 2022