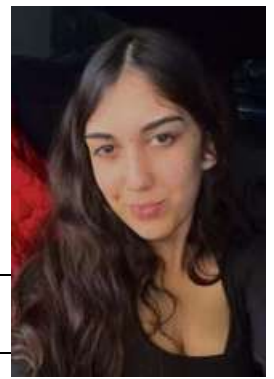


Nicole [REDACTED]

North Miami, FL • [REDACTED] • [REDACTED]



WORK EXPERIENCE

Hotel [REDACTED] •Miami Beach, USA•08/2024 - Present

Bartender / Server

- Providing full-service dining and drink recommendations based on guest preferences. Handling guest inquiries, dietary restrictions, and special requests with professionalism.
- Efficiently managing both the bar and dining areas without additional staff support. Balancing drink preparation, food service, and customer engagement in high-paced settings.
- Addressing guest concerns and complaints professionally to ensure satisfaction.
- Managing difficult customers with patience and effective communication. Quickly adapting to last-minute changes or issues, such as supply shortages or special requests.

[REDACTED] •Davie, USA•10/2022 - 03/2024

Administrative Assistant

- Managed administrative functions, including accounting tasks, email management, and customer service communications.
- Processed and responded to claim inquiries, utilizing multiple network systems and Microsoft tools to maintain accurate account information.
- Resolved complex issues by analyzing challenges and maintaining a high attention to detail, in addition to negotiating property damage claims to secure equitable settlements.

[REDACTED] •Fort Lauderdale, USA•11/2021 - 10/2022

Server / Hostess

- Successfully handled and de-escalated customer disputes, addressing their concerns and ensuring a positive outcome while maintaining a professional and peaceful attitude throughout.
- Coordinated reservation and optimized seating allocations to accommodate everyone's needs.
- Preventing cash discrepancies by maintaining proper transaction procedures.
- Knowledge of food and beverage pairings to enhance the guest experience.
- Assist with bussing tables, clearing dishes, and resetting for new guests to maintain a clean and welcoming environment.

[REDACTED] •North Miami, USA•04/2020 - 11/2021

Cashier / Lead Supervisor

- Counting cash drawers before and after shifts to ensure accuracy. Preventing cash discrepancies by maintaining proper transaction procedures.
- Monitor inventory, merchandising, and sales floor presentation to enhance the shopping experience.
- Training new hires on company procedures, customer service, and POS systems. Supervising daily tasks to ensure an efficient workflow.

EDUCATION

[REDACTED] High School•Miami, FL•08/2017 - 06/2020

CERTIFICATIONS

Food handlers Certification

SKILLS

Accounting tasks, Addressing guest concerns and complaints professionally to ensure satisfaction, Administrative Assistant, Assist with bussing tables, clearing dishes, and resetting for new guests to maintain a clean and welcoming environment, Balancing drink preparation, food service, and customer engagement in high-paced settings, Cash Handling, Cashier /Lead Supervisor, Coordinated reservation and optimized seating allocations to accommodate everyone's needs, Counting cash drawers before and after shifts to ensure accuracy, Customer service communications, Efficiently managing both the bar and dining areas without additional staff support, Email management, Handling guest inquiries, dietary restrictions, and special requests with professionalism, Knowledge of food and beverage pairings to enhance the guest experience, Managing difficult customers with patience and effective communication, Monitor inventory, merchandising, and sales floor presentation to enhance the shopping experience, Multitasking, Negotiating property damage claims to secure equitable settlements, Preventing cash discrepancies by maintaining proper transaction procedures, Processed and responded to claim inquiries, Providing full-service dining and drink recommendations based on guest preferences, Quickly adapting to last-minute changes or issues, such as supply shortages or special requests, Resolve customer issues and manage escalations, ensuring satisfaction and compliance with company policies, Resolved complex issues by analyzing challenges and optimizing workflows, Server /Hostess, Supervising experience, Utilizing multiple network systems and Microsoft tools to maintain accurate account information