
Alejandro Valido

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BIOGRAPHY

I bring over 20 years of customer service experience in diverse cultural and socio-economic environments . My career is varied with work in both high volume/revenue restaurants as well as traditional sales.

PROFESSIONAL EXPERIENCE

The Orange Hill Restaurant, Orange CA - Bartender

JULY 2021 - PRESENT

- Enhanced a deeper understanding of high volume fine dining, and banquet daily operations and management
- Maintained stock of wines, spirits and pre-batched cocktails
- Worked with revolving ingredients to create custom cocktails per guest request based on taste and vibe
- Kept up to date with seasonal menu items and ingredients to ensure a delightful guest experience

Umami Burger, Anaheim CA - FOH Supervisor/Lead

OCTOBER 2020 - JUNE 2021

- Trained and evaluated new employees
- Helped create a memorable guests experience
- Implemented **4** new ghost kitchen sites with differentiated branding and menus
- Maintained, ordered, and selected bar inventory
- Developed and maintained COVID-19 safety protocols for employees and guests

The Crab Stop, Sebastian FL - Assistant Bar Manager

SEPTEMBER 2017 - JULY 2020

- Rebranded and developed a new specialty cocktail menu, bar dining menu, and updated the inventory process
- Ensured that staff maintained high standards of service during each interaction with guest

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- Maintained a positive and safe work environment for staff
 - Assisted in recruitment and training of new employees

Take a Bao, Studio City CA - General Manager

NOVEMBER 2013 - JULY 2016

- Processed and recorded yearly earnings of over \$2 Million, determined areas of cost efficiency, created a plan of action, and increased monthly savings by 3%
- Created a positive work environment to inspire and motivate employees while making customers feel welcome
- Created Standard Operating Procedure handbook

4 Wheel Parts, Van Nuys CA - Business Development

DECEMBER 2012 - NOVEMBER 2013

- Assisted customers with parts and diagnostic problems by asking questions and inspecting vehicles
- Prepared customer orders and scheduled appointments
- Outlined service plans and fees while coordinating between customers needs and technicians schedule
- Developed creative ways on a daily basis to highlight specific products and promotions

ADDITIONAL SKILLS:

- **Professionally Bilingual (English and Spanish)**
- **Proficient on most standard Points of Service Systems (POS)**
- **American Red Cross Certified Lifeguard + Professional Rescuer**