

KIERRA SMITH

Santa Ana, CA
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PROFESSIONAL SUMMARY

Personable and value driven professional with 5+ years of customer service experience and an additional 2 years of volunteer work supporting military families. Acknowledged for my superior customer relations and strong work ethic. I am motivated, organized, extremely detail oriented with a passion for providing exceptional service in every interaction.

OBJECTIVE

A motivated and enthusiastic student in search of a flexible position as a server or bartender while working towards a bachelor's degree in International Relations and Global Economy / Pre-Law at the University of Southern California.

EXPERIENCE

Seahorse

Server/Bartender & Barista / December
2022- Present

- Maintained extensive knowledge on beer and wine selections, served as a competent barista and managed seamless day-to-day operations of the cafe and bar and restaurant. Strived to provide the best customer service.

Morton's Steakhouse

Server & Banquet Server / October 2022-
January 2023 (Seasonal worker)

- Maintained knowledge of menu items, managed course timing, and competently

used the POS to process orders. Fine dining table service and banquet service.

The Peninsula Lounge

Server / April 2022- October 2022

- Strived towards best customer satisfaction and service, taking guest orders, and communicating them effectively to the back of the house, and offering recommendations based on customer preferences and upselling when appropriate, serving food and drinks, memorized 4 separate food and drink menus, knowledgeable of food safety requirements and restaurant operations.

SAM & ASH, LLP

Legal Assistant / September 2021-March 2022

- Various tasks including conducting legal research, drafting, and reviewing documents, organizing and maintaining confidential files and records, handling client relations and communicating with healthcare providers and insurance companies.

Fit Club LV

Team Member / August 2021-January 2022

- Overall gym maintenance and managerial responsibilities including managing the front desk/register and maintained product orders and inventory.

The Market at Hidden Meadows

Team Member / April 2019-August 2020

- Worked in various roles including managerial responsibilities. I managed the front register, assisted with accounting, managed the coffee bar, maintained product orders, trained new employees, and provided exceptional customer service.

Volunteer for The Honor Foundation

June 2018 – March 2020

- Assisted with event planning, community outreach, gathered support from local businesses, and supported fund-raising efforts.

Volunteer for Kill Cliff Military Family

Events

June 2018 - March 2020

- Assisted with multiple military family charity events.

EDUCATION

La Jolla Country Day School

Diploma | May 2020

3.8 GPA, student athlete, tri-varsity athlete

University of Southern California

B.S. in International Relations (Global Economy)/

Pre-Law | Expected Graduation 2025

AWARDS, ACKNOWLEDGEMENTS AND EXTRACURRICULAR ACTIVITIES

- Captain of Varsity Indoor and Beach Volleyball teams for three years.
- Maintained student athlete honor roll all four years.
- Tri-Varsity Athlete all four years
- Received multiple team awards including Hustle and Heart Award, Most Improved, Best Defensive Player, Iron-Woman Award

REFERENCES: AVAILABLE UPON REQUEST
