

Erica Jackson

Server + Bartender

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651.304.7914

Bachelor of Science

University of St. Thomas

📅 2011 - 2015

📍 Saint Paul, MN

Master of Science

University of Minnesota

📅 2019 - 2021

📍 Minneapolis, MN

SKILLS

- Ability to Work Under Pressure
- Leadership Skills
- Multitasking Skills
- Excellent Customer Service Skills
- Communication Skills
- Spanish: Advanced
- French: Intermediate
- Russian: Elementary
- POS Systems

WORK EXPERIENCE

Driven and enthusiastic professional with over three years of experience delivering first-class service to customers in busy, fast-paced work environments. Confidence, positive energy, and thorough work ethic have earned praise from employers and customers alike, along with my ability to multitask, work well under pressure, and effectively solve problems. I am extremely customer-focused and committed to developing and maintaining industry standards, while advancing the positive reputation of dining establishments.

Server + Bartender

Shorecliffs Golf Club

📅 June 2024 - Current

📍 San Clemente, CA

- Ensured that all guests felt welcome, and provided responsive, professional service at all times, leading to an average of 20% in tip earnings.
- Expanded knowledge of drink creation and customizations, paying close attention to quality control.
- Increased customer engagement and experience through proactive service, attention to detail, and displaying emotional intelligence.

Server + Cocktail Server

Harpoon Henry's

📅 July 2023 - Current

📍 Dana Point, CA

- Provided high-quality service in a fast-paced restaurant setting, ensuring customer satisfaction through attentive and friendly service.
- Handled at least 5-10 tables simultaneously, demonstrating excellent multitasking and time management skills.
- Maintained a meticulously clean and organized workspace, adhering to health and safety regulations.
- Developed strong interpersonal skills by interacting with customers from diverse backgrounds and cultures.

Server

La Grolla

📅 September 2013 - May 2015

📍 Saint Paul, MN

- Maintained full product knowledge of menu, specials, and events.
- Connected with customers and delivered an enjoyable dining experience.

