

SOPHIA BARRI

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EDUCATION

UNIVERSITY OF COLORADO AT BOULDER

Boulder, CO 2023

Bachelor of Arts Strategic Communications

- Major in Strategic Advertising
- Minor in Media Studies

Skills

- Applications: Canva, Adobe Illustrator, Adobe Spark, Microsoft Office Suite, Microsoft Excel, Capcut, Google Workspace Applications
- Social Media: Instagram, Facebook, Twitter, Pinterest, TikTok, Snapchat

Relevant Coursework

- Software and Design Applications
- Social Media and Content Strategy
- Brand Solutions
- Consumer Insights
- Strategic Communication Writing

Additional Skills

- Customer service
- Tableside Service
- Hospitality
- Teamwork
- Multi-tasking
- Detail oriented
- Excellent communication
- Time management
- Problem solving
- Event planning
- Social Media Marketing
- Administrative support
- Organizational skills

SUMMARY

Multifaceted food service professional committed to supporting the ultimate customer experience. Exceptional skills in hospitality and customer service with proven communication skills. Certified in Safe Food Handling and Responsible Beverage Service in the state of California.

EXPERIENCE

MAMA D'S

Newport Beach, CA

2023-2025

Server, Lead Hostess

- Provided exceptional customer service by greeting and seating patrons, taking accurate orders, addressing concerns promptly to ensure customer satisfaction
- Efficiently utilized POS system to process orders and electronic transactions using Square
- Collaborated effectively with kitchen staff ensuring accurate preparation and presentation of dishes according to guest preferences
- Demonstrated knowledge of the menu enabling recommendations and maximizing sales ensuring the return of the guests
- Provided leadership for new employees stepping in to train whenever needed

TAHOE MOUNTAIN CLUB

Truckee, CA

2024

Server

- Provided multi-faceted customer service skills across multiple restaurant locations including tableside, poolside, and golf course service
- Demonstrated dynamic team skills in order to provide a top tier level of service at all restaurants
- Efficiently upsold menu items resulting in maximizing of sales and satisfaction of customers
- Collaborated effectively with kitchen staff in order to provide assistance exporting food to tables

THE RITZ CARLTON

Lake Tahoe, CA

2024

Server

- Delivered exceptional, personalized service to high-profile guests, adhering to The Ritz-Carlton's Gold Standards of hospitality
- Accurately handled high-volume orders in a fast-paced luxury environment, ensuring precise and timely service
- Demonstrated flexibility and professionalism in addressing guest requests, complaints, and feedback to ensure satisfaction and brand loyalty
- Fostered meaningful connections with ladies and gentlemen staying at The Ritz Carlton

CASANOVA RISTORANTE

Dana Point, CA

2017-2021

Lead Hostess

- Provided exceptional guest experiences by interacting and seating patrons with excellent customer service
- Efficiently utilized POS system to manage floor plan, process to-go orders and electronic transactions
- Demonstrated strong communication skills by actively listening to guest inquiries and feedback, addressing concerns and communicating with management when necessary