

PROFESSIONAL SUMMARY

Dedicated and personable professional with extensive experience in hospitality, customer service, and event execution. Proven ability to deliver exceptional guest experiences, mentor staff, and collaborate well with a team. Skilled at resolving challenges efficiently and fostering positive client relationships. Proficient at adapting to dynamic environments while maintaining attention to detail and exceeding expectations. Seeking to leverage expertise in events and team leadership to contribute to impactful projects and organizational success.

EMPLOYMENT HISTORY

DEC 2021 - APR 2025

Event Staff, Aba Austin, Austin, TX

- Interpreted and executed banquet event orders (BEOs), ensuring seamless service for events hosting up to 350+ guests simultaneously.
- Resolved guest concerns promptly to ensure a high satisfaction rate as measured by post-event feedback surveys for over 200 events.
- Managed event logistics, including scheduling, setup, and vendor coordination.
- Executed event setup, ensuring 100% alignment with client specifications.
- Adapted to evolving event requirements by implementing creative solutions, maintaining seamless operations during high-pressure scenarios.

DEC 2021 - APR 2025

Server, Aba Austin, Austin, TX

- Trained 10+ new team members in company standards and service excellence.
- Ensured strict adherence to liquor laws and safety protocols.
- Deliver exceptional hospitality and service to guests.
- Guide customers on menu choices considering ingredients and allergens.
- Mastered an extensive food, cocktail, and wine menu, including all dishes, ingredients, and allergens.

MAR 2020 - PRESENT

Customer Service Associate (Remote), Ktwo Studios, Los Angeles, CA

- Collaborated with the business owner to streamline brand operations, including process optimization and technical support.
- Spearheaded warehouse organization, ensuring timely global delivery by packaging and shipping 5000+ orders to date.
- Managed customer inquiries across multiple platforms, achieving high customer satisfaction.
- Developed and executed social media marketing campaigns.

JAN 2020 - DEC 2021

Valet Attendant Supervisor, Towne Park, Forth Worth, TX

- Helped office personnel with errands, paperwork and data entry.
- Stayed ahead of changes by anticipating problems and proactively incorporating new directives from senior managers.
- Trained workers in operations, safety standards and customer service.
- Delivered fast and friendly service to handle questions and service complaints.
- Identified issues and solutions to eliminate backlog and maximize workflows.
- Prepared workers for special groups and VIPs with advanced plans.

SEP 2019 - JAN 2020

Associate and Stylist, Urban Outfitters, Dallas, TX

- Maintained meticulous records of customer preferences, personal details and style choices.
- Styled individuals, pairs and groups with complete looks.
- Helped keep sales floor in top condition with regular resets and restocks.
- Handled front desk work, including greeting customers, answering telephones and updating schedules.
- Appeared on company website and social media ads.
- Collaborated with various models for diverse assignments.
- Used creative methods to demonstrate products to clients.
- Traveled to different locations to attend photo shoots and performances.

EDUCATION

MAY 2020

Diploma, V.R Eaton High School, Fort Worth

COURSES

2022
Food handlers

2023
TABC

2021
ACLS at ProMed Certifications

2021
CPR, AED, FIRST AID at National CPR Foundation

2021
BLS at National CPR Foundation

SKILLS

Customer Service	Hospitality
Communication	Event Planning
Time Management	Data Entry
Conflict Resolution	

REFERENCES

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ADDITIONAL INFORMATION

Awards/Certifications
ACLS, CPR, AED, FIRST AID, BLS, Food handlers, TABC