

WORK EXPERIENCE:

Bernard's Mediterranean Restaurant (Tyler, TX)

Server and Bartender, 02/2015 – 05/2016 and 02/2017 – 05/2020

- Provided excellent customer service and guided a unique dining experience utilizing presentation skills and effective interpersonal communication to drive sales and elevate customer satisfaction which directly led to repeat business and lasting relationships

The Grove Restaurant (Tyler, TX)

Head Server, 04/2016 – 02/2017

- Oversaw operations of fellow servers, handled minor customer complaints, and delegated daily duties while simultaneously performing server duties and caring for the most distinguished guests

Chuy's Tex-Mex Restaurant (Tyler, TX and Arlington, TX)

Server, 02/2013 – 01/2014 and 09/2014 – 02/2015

- Provided customer service and utilized effective presentation and interpersonal communication skills to drive sales and elevate customer satisfaction. Often topped sales competitions and received commendations for prompt and polite service

Centene Corporation (Tyler, TX)

Advanced Claims Analyst, 01/2014 – 08/2014

- Utilized MS Excel and MS Access to analyze payments of medical insurance claims often exceeding \$1,000,000 daily and completed claims up to 3 times faster than others in the department while maintaining greater than 99% accuracy and zero audits

MotoPhoto Portrait Studio and Photo Lab (Tyler, TX)

Lead Lab Technician, 06/2008 – 02/2013

- Maintained industry grade printers and performed quality control leading to community trust and repeat business for a small company, resulting in annual profits in excess of \$300,000

Andy's Frozen Custard (Tyler, TX)

Machine Operator, 05/2007 – 03/2008

- Maintained production of custard and regulated output based on demand, while ensuring safe practices and sanitation

Target (Tyler, TX) – Seasonal

Cashier, 10/2006 – 01/2007

- Performed cashier duties with speed and efficiency to limit customer dissatisfaction and maintain a steady revenue flow, often handling greater than \$10,000 in products per shift

PC-ER (Tyler, TX)

Computer Repair Technician, 05/2006 – 07/2007

- Designed and assembled consumer-grade computers to customer specifications and repaired defunct computers by troubleshooting and replacing hardware as needed, often handling multiple projects simultaneously

Tyler Junior College (Tyler, TX) – Work Study

Administrative Assistant, 08/2005 – 05/2006

- Maintained student records, answered telephones, and directed students to educational resources

Subway (Tyler, TX and Katy, TX) – Seasonal

Sandwich Maker, 05/2004 – 08/2004 and 11/2005 – 02/2006

- Provided customer service, performed food preparation, and maintained a clean work environment

Dairy Queen (Katy, TX) – Seasonal

Counter Help, 05/2003 – 08/2003

- Provided customer service, handled multiple operations simultaneously, and maintained cash drawer

21st Century Systems (Katy, TX) – Seasonal

Installation Technician, 05/2002 – 08/2002 and 05/2003 – 08/2003

- Installed high performance home theater equipment, security systems, whole-house audio, and ethernet lines both during and post-construction while ensuring continuity of various integrated systems with budgets for the projects often exceeding \$50,000