

# SERVER AND SALES EXPERIENCE RESUME

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## OBJECTIVE

To obtain a position as a Pharmaceutical Sales Representative with Pfizer

## EDUCATION

Loyola Marymount University, Los Angeles, CA

May 2010

**Bachelor of Arts in Psychology**

GPA 4.0

Related Coursework: Financial Accounting, Economics, Industrial Organizational Psychology

## WORK EXPERIENCE

Oggi's Pizza and Brewing Company, Temecula, CA

2008-Present

### Food Server & Bartender

- Collaborate with team to open new location including: policies and procedures, establish and maintain regular clientele and maintain sales goals
- Provide friendly and efficient customer service
- Answer customer questions and provide information regarding the menu
- Work as part of a team, helping coworkers to improve workflow and customer service

Red Robin, Temecula, CA

2006-2008

### Food Server

- Provided efficient customer service in extremely fast paced environment
- Met customers needs by processing orders accurately and within limited time frame
- Followed corporate guidelines to ensure sales goals and quotas were maintain and surpassed

Holiday Travel International, Carlsbad, CA

2004-2006

### Travel Agent

- Promoted within first six months to National Redemption Center Ticketing Agent; sole ticket agent for 400 nationwide contest winners per month to redeem travel prizes
- Sold vacation packages to nation-wide customer base resulting in average monthly sales of \$60,000 - \$80,000
- Planned, organized and researched specialized vacation packages for individuals and families to meet the needs of the customer

Chili's Grill and Bar, Temecula, CA/ Cambridge, England

**Training Team Member & Bartender** (Temecula, CA)

2000-2004

- Promoted within five years to various positions within the company including: busser, food server, cocktail server, bartender and training team member
- Conducted presentations and training seminars for local and regional employees to promote various skills such as: customer service, team building, communication skills and adhering to company policies and procedures
- Organized and executed trainer meetings, employee contests and contest winner events
- Awarded Employee of the Year in 2001

**Regional Trainer & Food Server** (Cambridge, England)

Summer and Fall 2000

- Trained and oriented international employees on Brinker International policies, procedures and effective customer service skills
- Provided friendly customer service and shared knowledge of menu items

## ACTIVITIES and HONORS

Golden Key International Honor Society

Spring 2008- Present

Psi Chi, National Honor Society in Psychology

Spring 2008- Present

Dean's Honors List

2008-2010

Employee of the Year, Chili's Grill and Bar

2001

## COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint