





# TAVARES **ORTIZ**

## Bartender

### CONTACT

tavares.ortiz@gmail.com   
(123) 456-7890   
Seattle, WA   
[LinkedIn](#) 

### EDUCATION

Bachelor of Arts  
Communication  
University of Kentucky  
Lexington, KY  
2011 - 2015

### SKILLS

Customer Service  
Accountable  
Time Management  
Organized  
Budgeting  
Leadership  
Results Oriented  
Budgeting

### CAREER OBJECTIVE

Bartender with 5+ years of experience optimizing the customer experience. Looking for an opportunity to continue to delivery exceptional customer experiences as a bartender within a user focused environment.

### WORK EXPERIENCE

#### Bartender

Ronio's Bar / 2017 - current / Seattle, WA

- Maintained clean and organized work stations that were cohesive with the restaurant's philosophy, culture, and standards of excellence exceeding sales targets by 6%
- Quickly understand the needs of new customers and delivered drinks to accommodate those needs as quickly as possible to improve average customer check size by 14%
- Ensured that all guests felt welcome and were given responsive, professional, and gracious service at all times

#### Sales Associate

Lifty's Botique / 2016 - 2017 / San Fransico, CA

- Met targets to sign up for loyalty program by selling the benefits of the program to customers at checkout
- Trained new staff on best practices to up-sell annual memberships and private classes
- Provided prompt, accurate, exceptional customer service while simultaneously ensuring that reservations were not delayed
- Through a detailed understanding of product inventory and customer interest managed a 4% return rate, 42% below target estimates
- Exceeded customer purchase rate targets by 7% and average order size targets by 4% by quickly addressing customer needs

#### Server

Supine Fine Dining / 2015 - 2016 / New York, NY

- Created a welcoming and positive environment to make diners and guests feel at home resulting in recognition as the employee of the year in 2016
- Coached junior servers to improve customer satisfaction leading to an increase in sales of 21% during tenure
- Charged with distributing tips across all service staff and oversaw end-of-night close out processes
- Exceeded sales targets by 11% by up-selling appetizers and drinks based on specific tastes and interests of diners