

Bryan Glover

Server Bartender

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Austin, TX

 [LinkedIn](#)

WORK EXPERIENCE

Liqueta

Bartender

Austin, TX | 2019 - current

- Quickly developed a relationship with new customers and ensure they had an optimal experience to increase the likelihood of them becoming repeat customers
- Based on customer interests up-sold new food, drink, and dessert items to increase time in seat and increase average check size per customer
- Assisted other wait and bartender staff during the busiest times to ensure an ideal customer experience
- Helped service staff to deliver food and drink items to customers to help guarantee an ideal user experience and increase the chances of a customer becoming a repeat customer

ShopCorrect

Cashier

Newark, NJ | 2017 - 2019

- Maintained a robust and thorough knowledge of product inventory to properly assist and direct customers to the appropriate part of the store based on their needs
- Exceeded average check size targets by 21% by recommending dessert items that paired well with meals customers ordered
- Thoroughly documented lead generation processes to empower other team members to utilize and enhance these processes
- Assisted sales staff with their presentations by doing research on prospective clients and their needs
- Properly completed all cash and credit transactions and ensured these transaction totals matched the recorded receipt totals

Laco's Italiana

Delivery Driver

Austin, TX | 2014 - 2017

- Ensured 100% of deliveries were shipped to customers accurately and on time both on the phone and online.
- Oversaw a team of 3 delivery drivers and ensured that all deliveries were shipped within 1 hour of expectation
- Ensured 100% accuracy of deliveries and distributed all tips at the end of the shift
- Made polite conversation with new customers to understand their needs and encourage them to order again from the restaurant

SKILLS

Budgeting
Accountable
Customer Service
Leadership
Time Management
Organized
Results Oriented
Budgeting
Problem Solving

EDUCATION

University of Chicago

Bachelor of Arts
Communication
2010 - 2014
Chicago, IL