**Kelly Blackwell**

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**+ PROFESSOINAL PROFILE**

**** **Project Execution:** Implemented new menu introduction strategies, increasing customer purchases of wine by 10% on average

**** **Management:** Assisted in the training of 3 new waiters, ensuring attention to detail and comprehensive understanding of restaurant methodology and practices

**** **Awards and Recognition:**Frequently praised for excellent service on restaurant online rating system

**** **Salesmanship:**Deep and broad knowledge of wines and appropriate entrée pairings

**** **Communication:**Friendly, outgoing, and charismatic personality well suited for a fast paced, customer service oriented restaurant

**+ PROFSESIONAL EXPERIENCE**

**** Jan. ‘16 – present **Longhorn Grill** Waitress Los Angeles, CA

* Memorize restaurant’s wine stock and appropriate entrée pairings, leading to daily wine sales averaging $180, fully 15% higher than company average.
* Write patron’s food orders on slips, memorized orders, and managed food resources in a 120+ seat restaurant.
* Received in-depth training for proper food handling techniques, including proper freezer placement, appropriate soup temperatures, and equipment cleaning processes

 Oct. ‘15 – Dec. ’15 Bob’s Fancy Kitchen Hostess Los Angeles, CA

* Bussed tables, presented menus, seated customers, and assisted waiters with drink orders.
* Perfected menu presentation skills, providing customers a holistic understanding of the restaurant offerings, leading to more sales.
* Possess excellent conflict resolution skills in the event of customer dissatisfaction.

 May ‘07 – Sept. ‘15 Whole Foods Cashier Washington, D.C.

* Responsible for accepting payments from customer, and giving change and receipts.
* Operate a POS cash register, handling 150 transactions daily on average, and count money in drawers to ensure the amount is correct.
* Bagged customer’s goods in accordance with best practices, ensuring that their items do not get smashed or ruined in transit.

**+ EDUCATION**

 May ‘14 – Present Credits Toward a B.A. in English Angleton Community College Washington, D.C.

Honors Program, Dean’s List, Phi Beta Kappa

GPA 3.33/4.0

**+ ADDITIONAL SKILLS**

|  |  |
| --- | --- |
| **** MS Office Suite | **** Fast and accurate math skills |
| **** POS Software | **** Strong knowledge of wine pairings |
| **** Technical Writing | **** Familiar with common restaurant equipment |

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If you’re struggling to write your resume, **don’t worry.** You’re in good company – everyone has difficulties making a resume. For a high quality resume that will land you employment, we recommend [consulting the certified experts at Resume Writer Direct](https://resumewriterdirect.com/?utm_source=Word_Doc&utm_medium=RWD_Link&utm_campaign=RG_Downloads).

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