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Summary

I am a self-starter with almost 20 years in the restaurant, hospitality, retail business, and customer service industry. I possess excellent skills in communication and leadership, being flexibility, creative, with an ability to adapt in a variety of professional circumstances. I am a goal-oriented team player, highly motivated demonstrating positive results with my problem solving skills. I am able to work independently in a fast-paced business environment and motivate others to achieve common goals. Most notably, I am currently using these skills to pursue a career in academia on Hawaiian studies focusing on the Hawaiian language and botany. In preparation for these studies, I am working with Dr. Sonia J. Rowley on the deep gorgonian octocorals around Hawai'i to translate my knowledge and understanding of the Hawaiian culture and language into classification and naming new species to science.

Education

2004: B.S. Nursing, Hawai'i Pacific University, HI

Skills

I am a highly motivated, intelligent woman with an impeccable work ethic, and high integrity. I have very strong communication and interactive qualities, as well as extensive food and beverage knowledge. I have a professional demeanor, which is essential to creating an enjoyable, safe, personalized, and memorable experience for all clients in any situation. Currently, I am working under the tutelage of Dr. Sonia J. Rowley at the University of Hawai'i at Mānoa, in gorgonian octocoral curation for research and long-term storage.

Experience

*2020-Present: Dr. Sonia J. Rowley Laboratory, University of Hawai'i at Mānoa, HI
Laboratory technician*

Managing gorgonian octocoral curation, utilizing and assisting in the development of a novel preservation technique. I am responsible for organising gorgonian material, packing, experimental testing, and trouble-shooting. I am currently under intensive training in the classification of gorgonian octocorals for effective specimen organization, research, and long-term storage.

*2016-May 2019: Dave & Busters Honolulu, HI
Cocktail Server/Bartender/Accounting*

Responsibilities included providing an exceptional customer service in a fun, fast paced, high-volume, and highly dynamic environment. Duties included opening setup/closing breakdown of assigned bars, cash handling, interacting with guests to ensure a quality dining/drinking experience, assisting management with the weekly inventory, communicating effectively with all levels of staff and the management team to guarantee the safety of all guests consuming and/or surrounded by guests consuming alcohol, and participating in customized special events whenever needed.

*2012-2014: Murphy's A Grand Irish Pub Virginia Beach, VA
Bartender, Manager*

Accountable for creating an enjoyable, safe, and quality guest experience while managing staff members, cash handling, liquor ordering, and accounts payable in a high-volume establishment. I also held the responsibility of ensuring that the establishment, credit transactions, and the evening cash drops were completely closed and secure at the end of the night.

*2010-2012: Zoe's Virginia Beach, VA
Bartender/Bar Manager/ Executive Assistant to Sommelier and Ownership*

Tasks involved opening and closing a small, intimate, local establishment, while maintaining a fine dining, high quality experience for the guests. My responsibilities included maintaining the wine and liquor inventory, ordering, and receiving for record keeping purposes, as well as ABC Licensing reports. I developed an inventory and organization system for a large, extensive wine collection, bookkeeping, and organized private events, off premise catering, and exclusive private tastings. I also, assisted in answering emails and phone calls, taking reservations, tracking retail wine orders, building customized wine orders, and maintaining confidentiality of customers/guests personal credit card/payment details.

*2006-2012: Hilton Virginia Beach Oceanfront Virginia Beach, VA
Cocktail Server, Bartender*

Job duties included providing quality customer service at a fast paced, high volume restaurant, handling cash and credit transactions, assisting in inventory, which included data entry for record keeping and awareness of product management. I also, assisted guests with menu/wine selections in an exclusive, high-end establishment located in a coastal resort town.

*2005-2006: Roy's Ko'olina, HI
Server, Bartender*

I provided customer service to guests in a four-star, world-renowned establishment. I was responsible for understanding the origin of fine wines and culinary techniques. In addition, I was responsible for the wine and liquor inventory, which included data entry for record keeping.

*2002-2005: The Cheesecake Factory, Honolulu, HI
Trainer, Assistant Bar Manager*

I provided exceptional customer service to visiting patrons in a high volume resort town. Furthermore, I oversaw all record keeping of bar supplies, inventory, ordering, and receiving in a multi-million dollar establishment. I was responsible for all training of newly hired employees to maintain corporate standards of The Cheesecake Factory.

*2000-2004: Dixie Grill BBQ & Crab Shack, Aiea, HI
Hostess, Server, Bartender, Supervisor*

My tasks included greeting and maintaining positive guest relations and to help assist all staff where needed. I communicated and strategized with upper level management, in order to maintain the efficient operation of the business in a streamlined manner. I was further, responsible for the product inventory, purchasing, and receiving product orders and tracking expenses.

References available upon request