

MARY EVANS

Address ▪ Contact Number ▪ Email Address

CUSTOMER SERVICE PROFESSIONAL

SUMMARY OF QUALIFICATIONS

- ☑ Recognized for professionalism, positive intellectual approach, and commitment to excellence. Possess strong leadership and motivational skills
- ☑ Efficient and organized with strong analytical, logical skills and attention to detail, combined with excellent communication skills
- ☑ Comfortable at multitasking and interface effectively with diverse population of clients and all levels of company personnel
- ☑ Able to assess client needs and provide products and services to meet needs
- ☑ Demonstrated capacity to work under pressure and meet tight deadlines
- ☑ Effectively gain customer's trust and provide exceptional leadership and large class followings

AREAS OF EXPERTISE

- ☑ Organizational Skills
- ☑ Customer Service
- ☑ Strategic Planning
- ☑ Leadership Skills
- ☑ Total Quality Management
- ☑ Problem Solving
- ☑ Decision Making
- ☑ Negotiation and Persuasion

WORK HISTORY

Bambara Restaurant, Hotel Monaco, Salt Lake City, UT
LEAD SERVER ASSISTANT **Aug 1999-Present**

- Oversee all facets of restaurant operations and direct server assistants during the night
- Conduct and facilitate training of new server assistants
- Maintain and record of inventory of supplies and alcohol
- Serve as liaison between bar and managers throughout the night to run the restaurant smoothly

EDUCATION

BACHELOR OF ARTS IN ECONOMICS
University of Utah: [Date](#)
Salt Lake Community College: [Date](#)