

STRENGTHS

- **Customer Engagement**
Built strong relationships with customers which cultivated a welcoming environment, making them feel valued.
- **Team Collaboration**
Worked seamlessly with a diverse team, forming solid partnerships that enhanced overall job satisfaction and service delivery.
- **Food Preparation Expertise**
Maintained rigorous food safety protocols, resulting in recognition for consistently high-quality meal standards from partners.
- **Effective Time Management**
Balanced multiple tasks efficiently under pressure, contributing positively towards achieving collective goals.
- **Communication Skills**
Demonstrated ability to convey essential information clearly to team members and customers, positively impacting service speed and quality.

SKILLS

- Customer Service Excellence
- Team Collaboration
- Food Safety Standards
- Time Management
- Communication Skills
- Problem Solving Adaptability
- Work Ethic Decision Making
- Sales Techniques
- Conflict Resolution
- Organizational Skills
- Active Listening Attention to Detail

SUMMARY

Dedicated individual committed to delivering exceptional service in fast-paced dining environments. Proven effectiveness in enhancing customer experiences through positive interactions and teamwork. Engaged in detailed food preparation while following strict safety standards. Collaborated with team members to exceed organizational objectives, maintaining a clean and organized workplace. Fueled by opportunities for personal growth and skill development, actively participated in training programs focused on career enhancement.

EXPERIENCE

Crew Team Member

Fast Food Ventures

 June 2026 - Present

 Pittsburgh, PA

- Played a key role in customer engagement at an independent fast-food restaurant, ensuring satisfaction and quality service. Addressed varied customer needs while maintaining food safety and cleanliness standards critical to service delivery.
- Connected with customers for effective feedback, driving repeat visits and fostering loyalty.
 - Assisted diners with menu choices, elevating their experience through clear and upbeat communication.
 - Executed meticulous food preparation aligned with franchise quality guidelines, safeguarding safety protocols.
 - Collaborated closely with coworkers to achieve daily targets and streamline operations for peak times.
 - Maintained high cleanliness levels throughout the restaurant, enhancing both atmosphere and culinary hygiene.
 - Engaged in continuous learning via training programs aimed at advancing skills within the company.

Team Member

University Project

 January 2026 - May 2026

 Pittsburgh, PA

- Contributed to a dynamic academic initiative designed to enhance customer service in fast-food settings. Engaged actively with peers to gather insights and develop strategies for operational improvements.
- Participated in group discussions to brainstorm innovative strategies for customer engagement.
 - Conducted surveys targeting customer satisfaction, analyzing feedback for actionable enhancements.
 - Presented project findings to peers, showcasing effective customer service as a core element of success.
 - Utilized multimedia tools for presentations, improving audience engagement and retention of information.
 - Implemented streamlined strategies during drills simulating busy work periods, improving service rate.
 - Developed a foundational training outline for new staff emphasizing first-rate customer interaction practices.

LEADERSHIP & AWARDS

- Dean's List, University of Pittsburgh, 2025
- Class Project Recognition for Outstanding Presentation, 2026

EDUCATION

Bachelor's Degree in Hospitality Management

University of Pittsburgh

 GPA: 3.8

 2026

 Pittsburgh, PA

Coursework: Customer Service Strategies, Food Safety Standards, Restaurant Management, Communication Skills

Basic Cooking Techniques

Cash Handling

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Crew Team Member at Fast Food Ventures (2 Months)
- Team Member at University Project (4 Months)

CERTIFICATIONS

- ServSafe Food Handler 2026
- Customer Service Fundamentals 2026

TECHNICAL SKILLS

- Customer Service Platforms:** POS Systems, Online Ordering, Customer Feedback Tools
- Safety Standards:** Health Codes, Sanitation Guidelines, Food Safety Certifications
- Presentation Tools:** Microsoft PowerPoint, Google Slides, Prezi
- Collaboration Software:** Slack, Trello, Microsoft Teams
- Training Materials:** Employee Handbooks, Training Videos, Role-Play Exercises
- Cleaning Supplies:** Sanitizers, Disinfectants, Cleaning Equipment
- Menu Planning Tools:** Recipe Management, Nutritional Analysis Software, Inventory Management
- Communication Devices:** Walkie-Talkies, Tablets, Telephones
- New Employee Resources:** Onboarding Programs, Performance Reviews, Mentorship Schemes
- Operational Procedures:** Standard Operating Procedures, Emergency Protocols, Workflow Charts

PROFESSIONAL AFFILIATIONS

- Member of Student Hospitality Association, University of Pittsburgh
- Volunteer at Local Food Bank, Pittsburgh, PA

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST