

Jane Smith

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SUMMARY

Seven years of wide-ranging experience in the consumer service industry. Self-starting attitude, with a proven ability to generate new business, train and motivate others, and seek out opportunities to improve skills and knowledge.

SKILLS AND EXPERIENCE

Training Capabilities

- Led training for new employees who had little to no customer service experience.
- Provided regular feedback to trainees to help them reach personal goals and increase revenue for business.
- Developed written training manuals, drawing from experience as a published freelance writer; planned training classes, practice drills, and competitions.
- Recognized as “Top Employee” of the year for implementation of redesigned training program.

Managerial Capabilities

- Led team of servers in a high-stress, busy environment.
- Managed schedule assignments of 25+ employees.
- Responsible for ordering and restocking supplies and anticipating future needs.
- Handled closing time duties, including record keeping and clerical work.

Entrepreneurial Capabilities

- Earned Sommelier Certification to enhance ability to sell wine to customers.
- Implemented wine pairing suggestions, leading to 30% increase in sales.
- Applied hosting and planning skills to production of local children’s charity gala.
- Write, edit, and self-publish children’s short stories.

PROFESSIONAL HISTORY

- Angus Prime Steakhouse: Server, Training Program Coordinator
- Twelfth Street Café: Bartender, Trainer
- The Jackson Grill: Hostess

EDUCATION

- Bachelor of Arts, State University, Literature

AFFILIATIONS

- Children’s Literacy Group
- Regional Food Bank Volunteers Coalition