


# Ronna Jackson

## Cocktail Waitress

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Portland, OR 

[LinkedIn](#) 

Dedicated cocktail waitress who has provided customer service to law firms, restaurants, and cocktail lounges. Searching for a position where I can utilize my 6 plus years of customer service experience.

## Work Experience

### Vintage Cocktail Lounge - Cocktail Waitress

2019 - current

Portland, OR

- Built relationships with customers and customized drinks to cater to individual preferences, increasing average nightly sales by 14%
- Maintained a clean and orderly environment at all times of the day and night
- Promoted teamwork amongst all staff members, creating a unified and team-driven environment
- Carefully monitored guests to ensure that they were of drinking age or have not exceeded their alcohol limit

### Picnic House Restaurant - Server

2015 - 2019

Portland, OR

- Drove a 7% increase in sales by listening to customers and making suggestions based on their unique tastes
- Trained incoming employees during tenure, including several employees who earned promotions and awards
- Established rapport with fellow servers to ensure that we were always operating at full capacity
- Improved customer retention by 20% by creating a warm, welcoming, and specialized dining experience

### Pollard & Locke Law Offices - Receptionist

2014 - 2015

Portland, OR

- Processed all incoming phone calls by determining the purpose of calls and directed callers to the appropriate department
- Utilized Microsoft Outlook and Calendly to confirm and schedule client appointments, reducing scheduling conflicts by 11%
- Used and cleaned office equipment such as copiers, fax machines, and various other supplies

## Education

### JFK High School - Diploma

2010 - 2014

Portland, OR

## Skills

Diligent; Customer Experience; Personable; Outgoing; Sales; Detail Oriented