

Karla Green

Entry Level Bartender

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Washington, DC

 [LinkedIn](#)

Work Experience

Basica Barlita - Entry Level Bartender

2018 - current

Washington, DC

- Assisted servers on as need basis during busiest times to ensure all customer had a satisfactory experience
- Quickly learned the entire drink menu and directed customers towards drinks with the highest margin that satisfied what they were looking for
- Developed relationships with customers to learn their dietary and beverage based needs and directed them towards exactly what they were looking for to exceed average check size targets by 7%
- By thoroughly understand customer needs exceeded customer satisfaction targets by 14% and expedited promotion to senior bartender

Simple Software - Business Development

2017 - 2018

San Francisco, CA

- Fostered support from state, county, and local governments to increase adoption of solar energy
- Actively managed development schedule and budget to ensure 95% of projects were completed on-time and under budget
- Hired and developed a team of 4 sales and business development staff
- Exceeded sales qualified leads (SQL) goals by over 8% through a combination of inbound and outbound lead generation
- Owned all phases of solar project development, from lead generation through planning and construction for projects worth over \$1.3M in revenue

Karlin's Clothing - Sales Associate

2016 - 2017

Seattle, WA

- Maintained a positive attitude and directed customers to products based on what they were looking for while exceeding sales targets in 3 out of 4 quarters
- Recognized as top performing sales associate for 2017
- Revamped the membership cancellation process to inform customers of membership features they may have been unaware of reducing cancellation rate by 5%
- Maintained up-to-date knowledge of class catalog and quickly and accurately directed members towards private classes that would help them achieve their fitness goals

Education

University of North Carolina - Bachelor of Arts, Communication

Skills

Teamwork, Customer Service, People First, Problem Solving, Curious, Leadership, Inquisitive, Microsoft Excel