

Tavares Ortiz

Entry Level Construction

Work Experience

Skills

Education

Excited about the possibility of utilizing my equipment knowledge, safety skills, and strategic financial skills as a construction worker. I've used these skills to help develop a local restaurant, and now want apply them to a construction business like Boston Builds.

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☎ (123) 456-7890

📍 Boston, MA

🌐 [LinkedIn](#)

Tolecia

Server

2019 - current | Boston, MA

- Used power tools and related equipment to perform routine maintenance on the building and in the kitchen, saving Tolecia \$500+ per month.
- Maintained robust knowledge of 20+ menu items, including ingredients to ensure dietary restrictions were met, and aided customer menu selection to meet dietary needs.
- Exceeded weekly sales targets by 11% by suggesting appetizers, drinks, and entrees with high-profit margins, while basing suggestions off of customer tastes and improving the customer experience.
- Mentored new servers to improve the customer experience through personalized suggestions of high-margin dishes, leading to a sales increase of 15% and 10+ positive Yelp reviews.
- Worked collaboratively with all staff, helping bartenders, runners, and bussers during busy hours, fostering a team-oriented environment, and reducing staff turnover rate by 25%.
- Provided thoughtful, friendly customer service while working efficiently to ensure 0 reservations waited for over 5 minutes for seating.
- Maintained thorough knowledge of menu specials, including country of origin for dishes, region of origin for ingredients, seasonality of ingredients, cooking preparation, etc. to properly assist guests in meal selection.

Pet Supply

Retail Associate

2017 - 2019 | Boston, MA

- Restructured membership cancellation process, detailing all membership features, and reducing membership cancellation rates by 6%.
 - Promoted the customer rewards program by explaining benefits and discounts to uninformed customers, resulting in a 10% increase in customer sign-ups and 5% increase in repeat customer visits.
 - Recognized as an employee of the month 3 times for superior customer survey responses.
 - Maintained a detailed knowledge of product inventory and customer needs, reducing return rates by 25%.
 - Exceeded customer satisfaction expectations by 10% according to consumer surveys by displaying a positive, helpful demeanor.
 - Addressed customer needs efficiently, increasing customer purchase rate goals by 15% and average order sizes by 2%.
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- Commercial Construction
 - Restoration
 - Equipment Maintenance
 - Tiling
 - Reliable
 - Power Tools
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High school diploma

Fenway High School

2013 - 2017 | Boston, MA