



RHODA BARNES

EXPERIENCED BARTENDER

CONTACT

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(123) 456-7890 

Newark, NJ 

[LinkedIn](#) 

EDUCATION

Bachelor of Arts
Communication

Georgetown University
2008 - 2012
Washington, DC

SKILLS

OpenTable
Mixology
Budgeting
Time Management
Leadership
Customer Service

WORK EXPERIENCE

Experienced Bartender

Finito's Bar

2018 - current / Newark, NJ

- **Created hand-crafted drinks**, drawing from the menu of 30+ options, prior experience, and customer requests
- Managed and trained 7 other bar staff to deliver an exceptional dining and drinking experience for customers
- Managed the closeout process for bar, and fairly distributed tips based on staff performance
- **Double-checked any discrepancies between receipts and the POS system**, identifying and resolving 98% of issues without management assistance
- Used OpenTable to manage reservations and improve seating arrangements in the bar, allowing an additional 8 guests to enjoy seating in the bar each hour

Bartender

Time Out Market

2013 - 2018 / New York, NY

- Attended 300+ hours of training to develop wine pairing, liquor, beer, and cocktail expertise
- Ensured optimal temperatures for all alcohol storage, **helping the company save over \$5k in losses**
- **Provided winery tours**, educating guests on the history of the winery and the menu options
- Drove sales up by 6% by anticipating guests' questions, needs, and tastes

Customer Service

Designo

2012 - 2013 / Newark, NJ

- Exceeded sales targets by 3% by maintaining a robust knowledge of the inventory and quickly assessing customer needs and budget limitations
- **Led on-boarding for 8 retail customer service associates**, and updated training documentation for future hires
- **Handled customer inquiries**, and quickly resolved 93% of issues without involving management in the second most highly trafficked target stores in the nation