

RHODA BARNES

Experienced Bartender

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☎ (123) 456-7890

📍 Newark, NJ

🌐 [LinkedIn](#)

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

EDUCATION

Bachelor of Arts

Communication

[Georgetown University](#)

📅 2008 - 2012

📍 Washington, DC

SKILLS

- OpenTable
- Mixology
- Budgeting
- Time Management
- Leadership
- Customer Service