

# Kivon Riley

## Restaurant Server

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New York, NY

[LinkedIn](#)

### WORK EXPERIENCE

#### Casita Blanca

Restaurant Server

New York, NY | 2017 - current

- Informally recognized as Lead Server and led training and orientation for all new server staff
- Managed the close-out process and distributed tips on a daily basis to front and back of house service staff
- Ensured diners had a memorable and positive experience through the delivery of prompt, accurate service
- Provided food and drink recommendations based on diner interests to increase up-sell rate and improve average check out size by 14%
- Struck a balance of consistently checking in on guests without being overbearing leading to a customer satisfaction rate 30% over target

#### El Meson

Server

Seattle, WA | 2016 - 2017

- Quickly developed relationships with customers and maintained a positive attitude while servicing up to 8 tables during prime-time hours
- Maintained up-to-date knowledge of the menu and specials of the day to proactively recommend appetizers and main courses to diners leading to a reduction in inventory waste of 10%
- Improved average check size by 25% during tenure by learning best practices from more senior servers and other management staff
- Delivered prompt, accurate service while simultaneously assisting bartenders on an as-needed basis

#### Macy's

Sales Associate

New York, NY | 2014 - 2016

- Maintained robust knowledge of product catalog and promptly directed customers in a courteous manner to what they were looking for
- Exceeded sales targets by 15% by quickly building rapport with customers to understand their needs
- Worked with ShopKeep POS to provide a quick, transparent checkout experience to customers

### SKILLS

- Square POS
- Time Management
- Adaptable
- Customer Service
- Verbal Communication
- Sales
- Leadership

### EDUCATION

Associate of Arts

Liberal Arts

University of Kentucky

2011 - 2014

Lexington, KY

- Recognized as top customer service representative of Q4 2015 which is the busiest time of year