

LILY SIMMONS

Nightclub Bartender

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📍 Schaumburg, IL

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WORK EXPERIENCE

Bartender

Gibson's Restaurant Group

📅 2021 - current 📍 Schaumburg, IL

- Applied expertise in mixology by referencing Difford's Guide to create unique drink recommendations that boosted beverage sales by 31%.
- Processed customer orders in Aloha POS system, achieving a less than 4% error rate per shift.
- Used Cocktail Flow app to expand cocktail recipe knowledge and enable drink customizations, resulting in an 11% quicker delivery time.
- Tracked sales trends in Upserve to identify high-demand beverages and target upselling, which **increased average check sizes by 34%**.

Beverage Cart Attendant

Chicago Highlands Club

📅 2018 - 2021 📍 Westchester, IL

- Delivered beverages and snacks to golfers, maintaining a 98% customer satisfaction rating.
- Implemented upselling techniques to increase sales revenue per customer interaction by 12%.
- Trained new beverage cart attendants on product knowledge and sales techniques for **22% faster onboarding**.
- Adapted quickly to changes in customer volume and demands, efficiently managing busy periods with a high level of service.

Barback

The Whistler

📅 2015 - 2018 📍 Chicago, IL

- Served guests by promptly replenishing drinkware, resulting in a **96% customer satisfaction rating**.
- Maintained a visually appealing bar presentation by regularly organizing bar supplies and sanitizing area.
- Assisted in inventory management using Partender software, accurately tracking stock levels and reducing waste by 24%.
- Supported bartenders by cleaning the bar area to facilitate smooth operation in a high-volume establishment.

CAREER OBJECTIVE

Experienced nightclub bartender with a passion for crafting innovative cocktails, I hope to bring my vibrant personality to the PRYSM team. Excited to elevate the energetic vibe of PRYSM by creating unforgettable beverage experiences that leave a lasting impression on patrons.

EDUCATION

Associate of Applied Science
Culinary Arts

Kendall College

📅 2015 - 2017

📍 Chicago, IL

SKILLS

- Aloha POS
- Cocktail Flow
- Partender
- SevenRooms
- Difford's Guide
- Upserve

CERTIFICATIONS

- BASSET