

# Kivon Riley

## Restaurant Server

kivonriley@gmail.com  
(123) 456-7890  
Atlanta, GA  
[LinkedIn](#)

### WORK EXPERIENCE

#### Harold's

Restaurant Server

Atlanta, GA | 2018 - current

- Outperformed sales targets by 10% by up-selling appetizers, and cross-selling add-ons such as wine pairing, side dishes and desserts based on diner preferences.
- Pooled and distributed tips after shifts, encouraging management to use TipMetric rather than Excel for tip tracking, saving 5+ hours per week.
- Advised guests with 15+ types of dietary restrictions and diet plans (including Keto and Paleo), guiding guests to menu items that met their needs.
- Coached inexperienced servers on upselling and cross-selling techniques, increasing sales by 12%.
- Collaborated with restaurant manager, moving shift scheduling from group text to ScheduleFlex, reducing 95% of scheduling miscommunications and understaffing.
- Delivered friendly, courteous, charismatic customer service while ensuring the prompt care of 8-10 tables per hour.

#### Benihana

Restaurant Server

Atlanta, GA | 2014 - 2018

- Collaborated with colleagues, covering multiple front of house job duties during peak hours, ensuring 100% of customers received prompt service and reducing staff turnover by 10%.
- Awarded employee of the month 5 times for highest tip averages.
- Delivered an 8% higher guest check average than targets by suggesting appetizers, drinks, and desserts.
- Maintained detailed knowledge on 100+ menu items, including caloric content, dietary restrictions, and cooking method to ensure guest inquires were answered promptly.
- Assembled appetizers, cold dishes, and tea in an expeditious kitchen, guaranteeing all guest received orders within 16 minutes.

#### Nanny Group

Nanny

Atlanta, GA | 2012 - 2014

- Delivered full-time care for 5 children, maintaining availability for weekend and evening care when necessary.
- Improved child physical fitness by spending 1+ hours per day at local parks and organizing group hiking trips.
- Handled care for the 3 family dogs, including grooming, bathing, feeding, and walking 2 times per day.
- Managed 15+ household duties, including home organization, scheduling, grocery shopping, vacuuming, and laundry.
- Developed educational opportunities, including music lessons 2 times per week, and play-based learning to encourage curiosity, positivity and enthusiasm for learning.
- Facilitated age-appropriate nutritional learning opportunities, including shopping, preparing and cooking with children aged 4+.

### SKILLS

- Organized
- Collaboration
- Bilingual (Spanish)
- Time Management
- Flexible
- Creative

### EDUCATION

#### High school diploma

North Atlanta High School  
2004 - 2008  
Atlanta, GA