

BISTRO CHEF

Career Overview

A result-oriented client's service professional with over 28 Years of experience in client relations. Encompasses the ability to establish and build positive relationships with clients and all level of coworker, or management building strong relations through effective communications.

Core Strengths

- Customer and Client relations
- Bookkeeping and Accounting
- Inventory control
- Scheduling of Personnel
- Problem solving
- Strategic Planning
- Strong oral Communications

Accomplishments

- Certified to go above and beyond, and providing quality and outstanding customer service.
- Customer recognition for outstanding and consistent customer support.
- Selected to learn new computer programs, and then train others.

Work Experience

Bistro Chef 01/2014 to Current Company Name City , State

- Responsibilities include taking customer orders, addressing customer inquiries, opening and closing of establishment, preparing food, inventory control, problem solving, and cash register operation.

Customer Service Rep 01/2011 to 01/2013 Company Name City , State

- Responded to customer inquiries at a fast pace call center.
- Maintained records, processing payments to include set up of payment arrangements.
- Assisted customers by explaining detailed billing formats, and troubleshooting customer's equipment.
- Reported outages in affected areas and re-laid information to customers.

Kitchen Manager 01/2010 to 01/2011 Company Name City , State

- Responsible for customer orders as well as customer inquiries, opening and closing of establishment, Maintaining records and placing inventory orders.
- Food handling, preparation, safety and storage.
- Filling Online, fax orders, and processing of promotional complementary orders.

DSP 01/2009 to 01/2010 Company Name City , State

- Responsible for working with Mentally and Physically disabled people, in a home based setting.
- Duties are as follows: Assisting individuals with their daily needs, administering of medications, maintaining staff logs, and reports, scheduling Dr. appointments for patient care, and safeguarded consumers well-being.

Store Manager 01/2008 to 01/2009 Company Name City , State

- Daily procedures included opening and closing of establishment.
- Preparing reports for corporate HQ, updated and maintained file records, ordered supplies, handled customers phone inquiries in a timely manner.
- Processed loans through verifying customers credit report with the utmost regard to their privacy.
- This included placing calls to payroll and H.R. departments to verify employment, bankruptcy reports, and bank account information.
- To include accountable for large sums of monies, blank checks, handled armored car pick-ups, and deposited funds into bank accounts.

Internal Auditor 01/2004 to 01/2008 Company Name City , State

- Maintained and updated records on a daily basis, recalculated figures and insured that formulas were entered correctly.
- Audited all Electronic Activity entered by Pre-Bill, URT and Start Up department inputted into the (RBMS) Retail Business Management System for management verification.

Customer Service Representative 01/2000 to 01/2002 Company Name City , State

- Assisting customer inquiries in fast pace environment.
- Maintained records by entering or tracing orders in progress.
- Assisted customers with extensive product knowledge, Handled shipping and receiving orders.
- Conducted training of newly hired employees, operating of register for customer checkout, conducted inventory control which included pulling and processing of orders, pricing of items, and stocking the store shelves.

Specialist/Customer Service Representative 01/1997 to 01/2000 Company Name City , State

- Professionally assisted all client inquiries at a fast pace call center.
- Maintained records, entered and traced orders in progress, assisted technicians with T1 and T3 equipment problems.
- Explained details to customers on existing orders.
- Conducted training for newly hired personnel.
- Tracked nationwide outages and re-laid information to clients, technicians, and management.

Assistant Manager 01/1993 to 01/1996 Company Name City , State

- Responsible for customer and employee relations.
- Opening and closing of establishment, preparing food, hiring and firing of personnel, bookkeeping and accounting, inventory control, scheduling of personnel, problem solving and accountability of finances.

Counter Manager for Ulma 2 Cosmetics. 01/1992 to 01/1993 Company Name City , State

- Answered customer questions and concerns, advised clientele of products with extensive product knowledge.
- Solved problems, maintained record of customer's product orders, handled inventory control, and register operations.

Educational Background

Diploma : Cosmetology, Photography 1990 SZ Delfter Str. City , State , Germany

Diploma : Biology, Mythology, Computer Science 1987 SZ Hermannsburg City , State , Germany

High School Diploma 1986 SZ Hermannsburg City , State , Germany

Associate of Arts : Arts, Archeology KCTCS City , State , United States of America

Skills

Computer experience include: Windows NT, Windows 95, Vista, Windows 7, Windows 8, Microsoft Office, Microsoft Word, Excel, Word Perfect, Power Point, Outlook 2013, Android, RBMS, AS400, SMS800.