

CHRISTINE LEWIS

445 North 20th Street, #1020 ▪ New York, NY 00000 ▪ (718) 000-0000 ▪ cell (214) 000-0000 ▪ clewis999@msn.com

FOCUS & OVERVIEW

KNOWLEDGE & SKILL AREAS

WORK EXPERIENCE

EDUCATION & ACTIVITIES

Career Profile

- Dependable, detail-focused professional with a record of achievement in both work positions and academic endeavors. Hard worker who earns trust and respect.
- Recognized by supervisors for positive outlook and customer-focused approach.
- Able to work well in both team-based environments and self-managed projects.
- Experience in delivering solo and group presentations to small and large groups.
- Pay strict attention to customer needs and concerns to ensure satisfaction.

- Customer Service Delivery
- Time/Schedule Management
- Customer Needs Fulfillment
- Food Product Knowledge
- Task Management
- Teamwork & Support
- Suggestive Selling
- Customer Loyalty
- Problem Resolution
- Policy Adherence
- Workflow Planning
- Strategic Marketing

Server/Trainer, 2000 – 2002
RESTAURANT, New York, NY

Originally hired as hostess for industry-leading casual dining restaurant located in busiest section of Manhattan. Greeted guests, coordinated seating arrangements, and assisted servers during peak periods. Took initiative in undergoing and passing training program to become server, with accountability for providing first-rate guest service and assisting team members with various tasks.

Selected Accomplishments:

- Earned **3 Employee of the Month** Awards based on excellent performance evaluation from managers; credited for attention to detail and friendly, conscientious guest service.
- Received **letter of commendation from CEO** for friendly service and quick resolution of problems. Maintained excellent communications with team members.
- Worked 20-25 hours per week while taking full course load each semester, demonstrating ability to balance school and work effectively.
- Managed dual roles within same schedule and developed strong teamwork skills as result of unique “table rotation” system requiring continual communication throughout shifts.

Bachelor’s Degree in Hotel & Restaurant Management, 2002
XYZ UNIVERSITY, New York, NY

Relevant Coursework:

- Organizational Management
- E-Marketing & Business Environments
- Strategic Management/Business Planning
- Customer Service
- Managerial Communications
- International Marketing Tactics

Key Projects:

- Delivered **12** solo and group presentations – persuasive and expository – to groups of 30+, earning positive evaluations for quality of research and presentation.
- Wrote and presented series of 10 to 12 page reports for Strategic Management course, receiving **A+** grades and comments from course professor.

Memberships & Activities:

- Member – The Marketing Association at XYZ University.
- Volunteer – Meals on Wheels