

Shanna Garcia

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Hardworking recent business administration graduate with excellent organization and scheduling skills. Motivated self-starter with the ability to work efficiently under own initiative and contribute meaningfully to team efforts. Articulate communicator with a warm and courteous telephone manner. Thorough understanding of business administration practices and software, including Microsoft Excel.

Education

Associate of Applied Science in Business Administration

CENTRAL PIEDMONT COMMUNITY COLLEGE Charlotte, NC, September 2018 - June 2020

Coursework completed:

- Principles of Financial Accounting
- Human Resource Management Applications
- International Business
- Training and Development

Key Skills

- Punctual and reliable
- Excellent time-management skills
- Adept at working independently and with teammates
- Organized and self-motivated
- Competent at using Microsoft Office Suite software, including pivot tables, data filters and VLOOKUP. Familiar with basic shortcut keys.

Professional Experience

Server

Marriott International, Charlotte, NC | December 2019 - Present

- Greet and seat guests and provide prompt, efficient table service
- Assist with stocktaking activities and ensure a steady supply of clean tableware and condiments
- Handle cash and card payment using the point-of-sale system and maintain accurate transaction records
- Work as part of a team under time pressure and prioritize tasks according to importance and urgency
- Answer telephone and email inquiries and check and update the online booking system

Server

Olive Garden, Charlotte, NC | June 2018 - December 2019

- Maintained thorough knowledge of menu items and explained ingredients and allergens clearly to customers
- Managed the restaurant table bookings system to ensure it remained well-organized error-free
- Performed regular sanitization and kept the dining area tidy, ordered, and inviting
- Handled special requests and communicated guest requirements to the kitchen team