

Sarah Gabriella Borrero Delvalle  
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#### Experience

January 2016– June 2017

Waitstaff Manager | Host, Server, Bartender | Genghis Grill

June 2017– April 2019

Chef, Cashier | The Catfish Station

September 2017 – August 2019

Customer Service Manager | Jimmy Johns

October 2018 - June 2020

Bartender, Waitstaff | Viki Hall Staffing

February 2020 – present

Bartender, Waitstaff | Houston Livestock and Show Rodeo

August 2020 – May 2021

Food Prep | Potbelly Sandwich

October 2020 – January 2021

Bartender | Amahle Bar & Lounge

May 2022 - April 2023

Bartender | Torchy's Tacos

#### Experience:

- Onboarded and delivered exceptional client service to more than 200 customers per shift during peak times.
- Memorized over 100 different menu items and helped guide guests to their ideal dining experience. Received the highest tips and sales percentage several years in a row.
- Managed the POS and CRM system and entered 50+ orders per hour with zero errors.
- Helped train new waitstaff to use technical systems.
- Help create cocktail menus for events
- Over 5 years of experience with VIP clients in upscale settings.

#### Skills:

- Bilingual (English and Spanish)
- Able to de-escalate tense situations

- Trained in Basic Life Support
- Cocktail Menu curator
- Exceptional management of tasks and priorities
- Extremely organized and self motivated
- Strong aptitude to learn and understand new tasks quickly and accurately
- Able to work independently in a fast paced environment
- Salesforce

#### Education

Cypress Ridge Highschool, Houston, Texas

Lone Star College, Houston, Texas