

Roman Baez
427 Baywood Dr.
Newport Beach, California 92660
(951) 230-7588 rbbecerr@hotmail.com

Work History

- **Bandera: *Service Bartender*** **Newport Beach, CA** **Jun 2022 – Present**
 - *Experience:* Responsible for preparing drink orders for table service following Hillstone recipe standards, provide support to the bartenders at the bar during peak times, prepare fresh mixes, garnishes, and barware for service, clean and store bar equipment, and focus on providing exceptional service to promote the company culture.

- **Louis Vuitton: *Operations Associate*** **Costa Mesa, CA** **Sep 2021 – Present**
 - *Experience:* Perform back of house duties to facilitate an efficient store operation including processing daily orders and shipment, weekly order and inventory audits, monthly store inventory counts, ordering supplies and packaging, and correct transaction and inventory discrepancies. Excel in front of house operations including repair intakes, process transactions, in-store hosting, and assist as needed with client developing and selling in order to drive store metrics and contribute to the overall store and operation team's KPI's.

- **Nordstroms: *Service Experience Rep*** **Newport Beach, CA** **Sep 2019 – Jan 2021**
 - *Experience:* Assist customers with a variety of transactions and concerns while providing a superior quality level of service, defuse and alleviate customer situations in a responsible and effective manner, provide assistance to every department in the store, and manage the online order and curbside pickup services.

- **Santa Ana USD: *Nutrition Services Supervisor*** **Santa Ana, CA** **Dec 2015 – Sep 2021**
 - *Experience:* Lead daily operations of a school cafeteria including managing a team of assistants, food preparation and area sanitation, serving over 1,100 meals to students daily, and actively maintain communication with my team, school staff, and supervisors. Clerical work experience in managing records and paperwork, answering correspondence, maintaining a database management system, and accurately plan and coordinate weekly orders of food and supplies.

- **The Melting Pot: *Bartender*** **Pasadena, CA** **May 2014 – Nov 2015**
 - *Experience:* Provided quality customer service to all guests, responsibly prepared and served beverages consistent with restaurant standards, prepped garnishes and barware, confirmed guest's identification for age verification, maintained bar cleanliness and stock, accurately input orders in POS system and process payments, and became proficient in restaurant's menu in order to assist with food and drink recommendations.

Skills

- CA RBS certification
- ServSafe certification
- Bilingual. Fluent in English and Spanish.
- Leadership mentality and team-oriented.
- Consistently built strong communication by establishing trusted, valuable relationships with clients and fellow teams.
- Intrinsically motivated to perform exceptionally in order to contribute to personal and business growth.
- Eager, quick learner, and efficient multi-tasker with an acute attention to detail in order to plan, execute, and manage complex projects.

Education

- **Moreno Valley College** Moreno Valley, CA Associate Degrees
 - Communications, Media, & Languages AA
 - Math & Science AS
 - Humanities, Philosophy, & Arts AA
 - Social & Behavioral Studies AA