

SOPHIA LEE

Mission Viejo, CA 9493736090 sophlee0452@gmail.com

Experienced lead server in fine-dining establishment and experience sales associate in spa and retail. Exceptional attention to detail and problem solving. Highly qualified with focus on customer experience and quality of service.

WORK EXPERIENCE

Teeth Whitening Specialist

12/2023 to Present

We Whiten

Aliso Viejo

Ability to make a comforting environment for the clients. Keeping the environment sanitary. Properly whiten client's teeth. Communicate effectively with the client and management. Creating a safe space for the client to be vulnerable. Excel the client's expectation and experience.

Lead Server

01/2018 to 12/2023

Sushi Ramen House

Laguna Hills

Take action to correct any of the customers' problems. Serve proper food and alcoholic beverages to customers. Inform customers' of daily specials. Make the server's work schedule weekly. Take count of inventory. Greet, seat, and thank guests for coming. Prepare the tables for their meal. Distribute tips at the end of the shift. Close the restaurant at the end of the night.

Spa Associate

04/2023 to 10/2023

Hand And Stone

Lake Forest

Sell a certain amount of memberships monthly. Ability to answer clients' questions. Leave voicemails for clients. Schedule appointments for estheticians and massage therapists. Ability to multitask and keep a clean environment. Fold laundry hourly and call clients to confirm appointments.

Lead Server/ Barista

03/2022 to 04/2023

Marriott

Foothill Ranch

Check the temperature of the freezer, refrigerators, or heating equipment to ensure proper functioning. Prepare and serve hot/cold beverages. Prepare and serve menu items. Provide customers with preparation descriptions. Receiver and process customers' payments. Wrap, label, and date food items for sale. Perform cleaning duties such as sweeping.

Lead Server

02/2017 to 03/2022

Kura

Laguna Hills

Resolve customers' complaints and requests regarding quality of food, service, or accommodations. Maintain contact with kitchen staff, management, service staff, and customers to ensure that dining details are handled properly. Train service staff, manage the wait list, and lead the serving floor when the manager is not present. Remove dishes and glass from tables. Escort customers to their table. Count and close up register, making sure the amount adds up at the end of the shift.

Sales Associate

05/2015 to 02/2017

Sports Authority

Mission Viejo

Knowledge of products in order to answer all the customers questions. Sell, promote, and keep records of sales. Set up and arrange displays to attract potential customers. Ability to suggest specific products to fit customers' needs. Places prices and descriptive signs on merchandise.

SKILLS

Teamwork

Professionalism

Ability to solve conflict

Effective communication

Customer Service

Sales

Empathetic

High energy/ stamina

Active listener

Appointment schedule

Cash handling

Card transaction

Leader

EDUCATION

Trabuco Hills High School

High school or equivalent

Mission Viejo

06/2015

Orange Coast College

Physical Therapy

Costa Mesa

09/2016 to 07/2019

SABA Beauty School

Esthetician

09/2023 to Present