

Jacie Luu

Seeking a job opportunity. Possessing 7+ years of experience in a fast-paced environment, five years+ experience in customer service, superb communication skills and the ability to anticipate the needs of guests.

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#readytowork

Authorized to work in the US for any employer

Work Experience

Server/Bartender

The Fish - Houston, TX

July 2020 to October 2023

- Created a welcoming and positive environment to make diners and guests feel at home, resulting in many reoccurring regulars and customers.
- Maintained a robust knowledge of food and drink items to proactively up-sell menu items to guests while ensuring customer satisfaction
- Acted as a team player, and helped bar or service staff depending on which side of the house was busiest
- Maintained impeccably clean work stations by demonstrating strong attention to detail and a sense of urgency
- Entered orders into Toast POS for transmittal to kitchen staff, and communicated special instructions to kitchen
- Expanded knowledge of drink customizations, learning over 50 combinations, based on inventory and customer requests
- Maintained clean and organized work stations that were cohesive with the restaurant's standards

Server/Hostess/Trainer

Uptown Sushi - Houston, TX

February 2015 to June 2020

- Guaranteed guests an optimal experience by seating them, taking their orders and serving their meals while maintaining a positive and friendly attitude
- Used point of sale system to manage orders and complete financial transactions
- Provided guests with recommendations for menu items based on their needs and likings
- Had the highest PPI and was made employee of the year due to upselling the highest average per guest

Receptionist/Technician

iCare Center - Katy, TX

September 2014 to February 2015

- Operated tech for photos of the eye for an estimated prescription, filled out patient portfolios, consult and aid customers with their purchases and tasking with retail and other reception tasks
- Hired as a seasonal job

Receptionist/Office Assistant

Mike Ward Infiniti - Denver, CO

November 2013 to June 2014

Managed and filed paperwork, answered phone calls, customer service based, and making sure files are completed

Education

Bachelor's degree in Supply Chain Management

University of Houston - Bauer - Houston, TX

2022 to Present

Associate in Business

San Jacinto Community College - Houston, TX

2020 to 2022

Skills

- Inventory Management, Great at Tasking, Computers, Communication, Tech Savy (10+ years)
- Serving Experience
- Host/Hostess
- Microsoft Office (10+ years)
- Customer Service (10+ years)
- Food Handling
- HTML5
- Java
- POS
- Restaurant Experience
- Server (8 years)
- Bartending (5 years)

Certifications and Licenses

Food Handler

November 2023 to November 2025

Ability to handle food safely.

TABC Certified

April 2022 to April 2025

Additional Information

MS Office, Computers, Google Drive, Technical Complications, Communication, Food Handling, Stocking, Cooking