**Deja Love**

Houston, TX, 77042 ･(202) 560-8278 ･ deja.l.mosley@gmail.com

**Customer Service Specialist**

Customer service specialist with extensive experience in administrative tasks and  bar and dining services. Strong organizational skills and ability to manage multiple tasks efficiently. Dedicated to delivering exceptional customer experiences and improving operational efficiency. Seeking a dynamic and innovative environment to utilize my experience and knowledge.

**Experience**

**Ember & Greens - Bartender/Server** 2/2022-Current

Houston, Texas

* Assessed customer needs and preferences to make appropriate beverage and food recommendations.
* Promoted to Bar in the first 30 days of hire.
* Prepared craft cocktails using premium and fresh ingredients in a scratch bar.
* Operated and maintained citrus and cold press juicers, and espresso machine.
* Kept the bar clean and organized to Ecosure standards by 97%.

**True Food Kitchen - Bartender/Barback**                                                                      05/2019-12/2022

Miami, Florida & Houston, Texas

* Prepared and served mixed drinks, cocktails, and beer to customers in a fast-paced, high-volume, team-oriented environment.
* Set up catering events and re-stocked serving stations with liquor, ice, fruit, straws and napkins as necessary.
* Maintain ongoing daily "Out of Stock" supply list and "Weekly Alcohol Use" lists to help expedite supply orders.
* Studied premium and diverse ingredients under expert mixologists in a well established cocktail bar.

**Brick  - Barback**                                                                       8/2017-10/2019

Miami, Florida

* Maintained and stocked bar materials. Kept up to date knowledge of inventory and menu items to relay to managers; as well as provide quality service and recommend drinks to customers.
* Consistently collect, wash, sanitize and restock all glass and barware for repeated bartender use. Stocked and rotated coolers.
* Provided exceptional customer service while preparing and serving drinks and food.
* Collaborated with kitchen staff to ensure timely delivery of food and drinks to customers.

**Bar one- Lead Server**                                     5/2015-1/2018

Miami, Florida

* Assisted management team with menu restructure to promote food items with the highest margin, resulting in an increase in sales of 23%.
* Trained 6 server staff on best practices, and provided feedback to junior staff to improve customer satisfaction.
* Exceeded sales targets by 7% by up-selling appetizers and drinks based on specific tastes and interests of diners.

**Education**

**Barry University**  - Sport Management                                   2014-2018

Miami Shores, Florida

* Bachelor's Degree

**Nova Southeastern University -** Business administration         2018-2020

* Master’s Degree

**Technical Skills**

* Inventory Management Software (BevSpot, Partender, BarPatrol)
* Data Analysis (Spreadsheets, Sales/Trend Analysis)
* POS Systems (Aloha, Toast, Clover, Lightspeed, )
* Bar Operations (Setup, Preparation, Service, Staff Training)
* Vendor Management (Negotiation, Relationship Building)
* Staff Management (Training, Best Practices Implementation