



# PAOLA PORRAZ

832-948-3019 | paolaaporraz@yahoo.com

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## SKILLS

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Physical stamina, Bilingual, Cash Handling and POS Systems, Inventory Management , Beverage knowledge, adaptability, Teamwork, Multitasking, Attention to detail

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## EXPERIENCE

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Walkons Sports bistro

Hostess & To-Go | 03/2020 -07/2020

- Warmly greeted guests, providing immediate acknowledgment upon entry, Regularly monitored and maintained cleanliness and organization of the restaurant's entrance and waiting areas, Maintained up-to-date knowledge of menu items and daily specials, providing guests with recommendations and answering questions to assist in their dining choices.

Starbucks

Barista| 08/2020- 05/2023

- Mastered the preparation of over 30 coffee and tea beverages, consistently delivering high-quality drinks that increased customer satisfaction and loyalty, Efficiently processed transactions using the POS system, handling daily cash flows and card payments, Participated in professional development workshops on customer service and coffee preparation techniques, applying new skills to improve drink quality and service speed.

Star Cinema Grill

Server/ Bartender | 07/2022-01/2023

- Accurately took orders and utilized POS systems for order entry, ensuring seamless communication between the kitchen, bar, and dining area. Managed multiple orders simultaneously without sacrificing service quality, Maintained up-to-date knowledge of bar menu and specials, including a wide range of cocktails, spirits, wines, and beers.

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## EDUCATION

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Klein Oak High School

2018-2022

University of Houston

2022-2026