

Mariam Diallo

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Summary

Friendly and experienced server with a passion for delivering exceptional customer service. Seeking a position as a server in a reputable restaurant where I can utilize my extensive knowledge of food and beverage menus to provide a memorable dining experience for guests.

Experience

Ibex Lounge | Atlanta, GA

Manager | 07/2020 - 05/2023

- Played a pivotal role in the management of lounge operations, ensuring efficient processes and customer satisfaction.
- Supervised staff, managed shifts, and facilitated effective teamwork.
- Oversaw inventory, ordering, and quality control, contributing to revenue targets.
- Maintained a safe and welcoming environment for guests.

Live at the Battery! Sports and Social | Atlanta, GA

Lead Server | 04/2018 - 03/2020

- Coordinated the orders and delivery for 400+ guests upon request.
- Promoted teamwork and quality service through daily communication and coordination with other departments.
- Maintained a high level of cleanliness and sanitation while effectively upselling additional menu items to enhance the dining experience.
- Received compliments from customers regarding excellent service.

DS 17 Lounge | Atlanta, GA

Server | 01/2016 - 03/2018

- Developed positive relationships with customers to ensure repeated business
- Collaborated with the kitchen and front-of-house teams to optimize workflow and resolve any issues.
- Contributed to marketing and promotional efforts to increase restaurant visibility and revenue up by 30%

Skills

Customer service, Restaurant experience, Communication skills, Leadership, Time Management, Problem Resolution, Teamwork, POS, Microsoft Office, Financial Management, Restaurant experience

Education

Kennesaw State University | Kennesaw, GA

Computer Science | 12/2024