*Bar Manager*

*Customer Service & Sales*

Jessica Shaw

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**PROFESSIONAL PROFILE**

* 20 years’ experience in the hospitality industry
* Development of employees through coaching and mentoring
* Veteran at building successful relationships between fellow employees and customers
* Proven ability to identify gaps and implement processes to improve performance
* Self-Motivated

**EXPERIENCE**

**Mister Charles**

Bartender & Captain 2023-Present

Opening bartender & Captain

Intitial bar set up, opening and closing procedures, service system developement, extensive food knowledge, fine dining etiquitte, hopsitality driven guest experiences.

**Bartender & Captain**

Monarch Dallas 2021-2023

Responsible for liquor inventories, craft cocktail creation, large events, bar lead, service well program.

Other Duties included:

* Wine Knowledge
* Fine dining etiquitte
* Extensive food knowledge
* Proper coursing knowledge
* Hospitality driven expiences for guests

**Server**

Dahlia Bar & Bistro October 2020-2021

Responsible for customer service, Craft knowledge, wine knowledge, customer’s needs and experience.

**Bartender**

White Rock Alehouse & Brewery, 2019 - 2020

Responsible for Customer service, craft knowledge, inventory, and customer needs.

Other duties included:

* Multitasking & Problem Solving
* Kept the bar area safe, clean, and well-stocked throughout each working shift.
* Operated as sole bartender on weekday shifts, busy nights, and weekends.
* Customer Service Skills
* Knowledge of Variety of Drink Recipes
* Wine & Food Pairing
* Responsible Service of Alcohol Standards
* Physical Endurance, Stamina & Strength

**Owner Of Butters & Burlap Soap Company**

2016-Present

Responsible for creating and crafting hand made items.

Other duties included:

* Creating business relationships with wholesale customers.
* Crafting custom scent and designs to fit my customer’s needs
* Updating and managing website and social media accounts for networking and sales
* Identifying new trends and adding my business concept.

EXPERTISE

Customer Obsession

Team Leadership

Training and Development

Process Improvement

EDUCATION

Currently Pursuing

ASSOCIATE OF SCIENCE

Currently Pursuing

BACHELOR OF SCIENCE

Psychology