

Harlie Cote

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Hard worker and fast learner, I have 5+ years in the food service industry, from serving to kitchen staff to restaurant management. I also have 6+ years of customer service experience. I am willing to obtain any certificates necessary, and am dedicated to learning new things.

Authorized to work in the US for any employer

Work Experience

Stay at Home Mom

N/a-Dallas, TX

June 2021 to Present

I have been out of work and staying at home since 06/2021 due to having children. I am ready to get back into the working industry and I promise my time away has not effected my ability to exceed expectations.

Customer Service Representative

Dallas Harley-Davidson-Garland, TX

January 2021 to May 2021

- Maintained detailed records of all customer interactions in CRM system for future reference and analysis
- Participated in regular training sessions to stay updated on product features, policies, procedures, and industry trends
- Upsold additional products or services to customers based on their needs and preferences
- Handled billing inquiries including payment processing, refunds, adjustments, and account updates accurately and efficiently
- Assisted with order fulfillment processes such as tracking shipments or coordinating returns/exchanges when necessary
- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction

Server

Razzoo's cajun restaurant-Garland, TX

June 2020 to October 2020

- Demonstrated exceptional multitasking skills during peak hours, accurately managing XX tables
- Collaborated with kitchen staff to ensure timely delivery of food orders to customers
- Provided recommendations on menu items based on customer preferences and dietary restrictions
- Maintained cleanliness of dining area by promptly clearing tables, sanitizing surfaces, and restocking supplies as needed
- Handled cash transactions accurately using POS system while maintaining a balanced cash drawer at the end of each shift
- Adhered to all food safety regulations to ensure the health and well-being of customers
- Communicated effectively with team members to coordinate table assignments for efficient seating arrangements
- Resolved customer complaints or concerns promptly and professionally to ensure a positive dining experience

- Collaborated with bartenders to prepare specialty cocktails according to established recipes and standards
- Implemented upselling techniques resulting in an increase in average check size by XX%
- Suggested daily specials based on fresh ingredients available resulting in increased sales by XX%
- Developed strong product knowledge including ingredients used in dishes allowing me provide detailed information about menu items
- Collaborated with kitchen staff regarding special requests or dietary restrictions to ensure accurate and timely preparation of meals
- Assisted in the setup and breakdown of dining areas for special events, ensuring a seamless transition between services
- Assisted in the organization and execution of private events, ensuring exceptional service and customer satisfaction

CSR - Customer Service Representative

Sara's Secret-McKinney, TX

September 2019 to April 2020

- Provided exceptional customer service by promptly and effectively addressing customer inquiries, concerns, and complaints
- Maintained a high level of professionalism and empathy while interacting with customers to ensure a positive experience
- Resolved XX% of customer issues on the first contact, exceeding departmental targets
- Utilized CRM software to accurately document customer interactions, ensuring comprehensive records for future reference
- Identified opportunities for process improvement in order to enhance overall customer satisfaction
- Assisted in training new team members on company policies, procedures, and best practices for delivering excellent customer service
- Participated in regular team meetings to share insights, discuss challenges, and collaborate on strategies for improving customer support operations
- Recognized as a top performer within the team based on consistently achieving or surpassing key performance indicators (KPIs)
- Demonstrated strong product knowledge across multiple product lines in order to provide accurate information and recommendations to customers
- Proactively followed up with customers after issue resolution to ensure their satisfaction was maintained over time
- Collaborated with sales representatives on upselling opportunities during interactions with existing customers
- Developed rapport with repeat customers through personalized interactions that exceeded their expectations
- Maintained up-to-date knowledge of industry trends, product updates, and company policies to provide accurate information to customers

Cook

Legacy Food hall-Plano, TX

February 2019 to September 2019

- Prepared and cooked a variety of dishes, ensuring high quality and presentation standards
- Followed recipes and portion control guidelines to consistently deliver delicious meals
- Managed food inventory, minimizing waste and optimizing cost efficiency
- Maintained a clean and organized work area, adhering to sanitation regulations
- Collaborated with kitchen staff to coordinate meal preparation and ensure timely service
- Received XX% positive feedback from customers for exceptional taste and presentation of dishes
- Trained new cooks on proper cooking techniques, safety procedures, and menu items
- Assisted in the development of new menu items by providing input on flavors, ingredients, and cooking methods

- Implemented time-saving strategies in food preparation processes without compromising quality standards
- Ensured compliance with health codes and regulations during food handling, storage, and preparation stages
- Managed multiple orders simultaneously during peak hours while maintaining accuracy
- Developed efficient systems for organizing kitchen supplies resulting in reduced waste
- Consistently achieved XX% reduction in food costs through effective inventory management
- Conducted regular inspections of equipment to identify maintenance needs or potential hazards

Assistant Manager/Manager

CiCi's Pizza-Plano, TX

June 2018 to November 2018

- Assisted in the management of daily operations, ensuring smooth and efficient workflow
- Supervised and trained a team of XX employees, providing guidance and support to maximize productivity
- Implemented new scheduling system that optimized staff allocation and reduced labor costs by XX%
- Collaborated with the manager to develop strategies for achieving sales targets and improving customer satisfaction
- Conducted regular inventory checks to maintain accurate stock levels and minimize loss due to shrinkage
- Resolved customer complaints or concerns promptly, ensuring high levels of customer service at all times
- Assumed managerial responsibilities in the absence of the manager, overseeing all aspects of operations
- Developed strong relationships with vendors and suppliers, negotiating favorable terms for procurement of goods
- Created training materials and conducted training sessions for new hires on company policies and procedures
- Analyzed sales data to identify trends and opportunities for improvement, implementing effective strategies accordingly
- Managed cash handling procedures, including opening/closing registers, preparing deposits, and reconciling discrepancies
- Implemented cost-saving measures such as energy-efficient practices or waste reduction initiatives resulting in savings of XX%
- Monitored employee performance through regular evaluations, providing constructive feedback for professional development
- Ensured compliance with health & safety regulations by conducting regular inspections and implementing corrective actions when necessary
- Developed employee schedules based on business needs while optimizing staffing levels during peak hours
- Maintained accurate records of financial transactions including daily sales reports, invoices, receipts etc
- Utilized POS systems effectively to process orders accurately while maintaining a high level of efficiency
- Increased overall store profitability by analyzing product performance data & adjusting pricing/markdowns accordingly
- Managed inventory levels, ensuring adequate stock availability while minimizing excess or obsolete items

Shift Leader

Taco bell-McKinney, TX

December 2017 to June 2018

- Led a team of XX line cooks in the preparation and execution of daily menu items, ensuring high-quality and timely service

- Managed inventory levels to minimize waste while ensuring all necessary ingredients were readily available for efficient food preparation
- Trained new line cooks on proper cooking techniques, safety procedures, and kitchen protocols to maintain consistent quality standards
- Maintained a clean and organized work station, adhering to sanitation guidelines and promoting a safe working environment
- Monitored food quality throughout the cooking process, making adjustments as needed to ensure dishes met or exceeded expectations
- Implemented cost-saving measures such as portion control strategies, resulting in reduced food costs by XX%
- Coordinated with other kitchen staff members to ensure smooth workflow during busy periods, minimizing wait times for customers
- Assisted in creating prep lists based on anticipated demand, optimizing efficiency during peak hours of operation
- Collaborated with suppliers to source high-quality ingredients at competitive prices while maintaining strong vendor relationships
- Performed regular inspections of equipment and reported any maintenance or repair needs promptly for uninterrupted kitchen operations
- Demonstrated expertise in various culinary techniques including grilling, sautéing, baking, braising, roasting etc

Skills

- Experienced
- Busser
- Saute
- Kitchen Staff
- Culinary
- Line cook
- Cooking
- POS
- Baking
- kitchen
- Customer Service (3 years)
- Stocking
- Inventory Control
- Food Preparation
- Gardening
- Kitchen Management Experience
- Restaurant Experience
- Serving Experience
- Host/Hostess
- Retail Sales
- Assistant Manager Experience
- Restaurant Management
- Shift Management

- Serving
- Restaurant experience
- Kitchen management
- Shift management
- Cash handling
- Cash register
- Customer service
- Cooking
- Supervising experience
- POS
- Sales
- Retail sales