

Kyle Moss

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OBJECTIVE

Personable college graduate seeking to leverage exceptional communication skills and a passion for providing excellent customer service in a challenging environment. Eager to contribute enthusiasm, adaptability, and a strong work ethic to a team dedicated to exceeding customer expectations.

EDUCATION

California State University, Northridge

May, 2024

- Bachelor of Chemistry in Biochemistry

WORK EXPERIENCE

Panda Inn

Server

August 2024-Current

- Greet and build positive rapport with guest while informing the menu of 100+ items that best suit their needs
- Provide table-side food preparations and deliver over 50lbs of items to several tables at a time
- Multitask needs and courses of multiple guests at a time with various needs and services

Din Tai Fung

Busser/ Runner/ Cashier/ Server

Oct 2021- Mar 2023

- Communicate in a positive/warm manner ensuring customer satisfaction and anticipating future needs
- Display ability to calmly problem solve while maintaining a sense of urgency in a fast-paced environment
- Learned to operate different POS software systems and responsible for cash/card transactions
- Effectively multitask serving drinks upon request while maintaining timely customer service

85° C Bakery Cafe

Barista and Cashier

Feb 2019- Oct 2021

- Specialized in preparing raw food materials to serve over 30 menu times
- Mastered POS systems and memorized 100+ menu items to handle payments to give prompt but friendly customer service
- COVID 19- enforced up-to-date sanitations and proper social distancing to ensure employee and customer safety

Larchmont Charter High School

Instructor

Aug 2018-Jan 2019

- Collaborated with students, parents, and directors to build a memorable yet challenging environment
- Led the first student-organized club to travel to other schools to meet with fellow students
- Managed and organized recreational equipment used during every session with students

SKILLS

Microsoft Excel

Attention to Detail

Organized

Customer Service

Values Teamwork

Food Safety

Serving Experience

Food Service

Host Experience

Bussing

Phone Etiquette

Cash Handling

Personality Traits

Personable and friendly

Self-motivated

Adaptable

Perceptive

Logical

Works well with others

Patient and understanding

Upbeat, outgoing and positive

Highly responsible

Reliable

Certifications and Licenses

California Food Handlers

Responsible Beverage Service (RBS)

Cardiopulmonary Resuscitation (CPR) Certified

Basic Life Support (BLS) Certified