

Trinity Austin

Customer Service Representative
Dallas, 75243

469-245-3598
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Professional summary

Customer service professional eager to bring exceptional communication and people skills to a dynamic team. With over 5 years of customer service experience dedicated to learning and consistently delivering timely and effective solutions to enhance customer satisfaction. Committed to fostering a positive and welcoming environment for clients and colleagues alike.

Employment history

Main Squeeze Juice Co | Shift Leader/Cashier | Dallas, TX

Oct 2023 - Present

- Lead dynamic team, ensuring smooth operations and exceptional customer service.
- Foster positive team environment, promoting open communication and resolving customer concerns promptly, maintaining high satisfaction rates.
- Process cash transactions accurately while handling an average of 50 clients interactions per shift, resulting in excellent customer satisfaction.
- Operate cold-press juicing equipment, adhering to detailed instructions for produce preparation.

Mandarin by Howard Wang | Hostess/Key Holder | Dallas, TX

Feb 2022 - Jun 2023

- Warmly welcomed guests, managed reservations, and ensured smooth dining experiences. Demonstrated leadership as key holder, overseeing opening and closing procedures.
- Meticulously maintained seating charts, coordinated with kitchen staff, and resolved guest concerns promptly.
- Streamlined online order management, adapting to evolving customer preferences and technological advancements in the restaurant industry.
- Oversaw daily operations as key holder, including cash management and data entry.

Genghis Grill | Server | Dallas, TX

Jan 2020 - Dec 2021

- Delivered exceptional service, enhancing customer satisfaction. Managed high-volume tables efficiently, boosting restaurant turnover. Developed strong multitasking skills.
- Coordinated seamlessly with kitchen staff to ensure timely food delivery.
- Maintained accurate order records, minimizing errors. Ensured compliance with food safety regulations. Organized section for optimal guest flow and service efficiency.
- Optimized table turnover, reducing wait times and increasing customer satisfaction. Implemented efficient order-taking system, minimizing errors and boosting productivity.

Mi Cocina | Hostess | Dallas, TX

Jan 2018 - Jan 2020

- Warmly welcomed guests, managed reservations, and coordinated seating arrangements, ensuring a positive first impression and smooth dining experience.
- Worked closely with servers and kitchen staff to optimize seating arrangements, enhancing overall restaurant efficiency and guest comfort.
- Maintained accurate waitlist and reservation records, ensuring seamless guest flow and minimizing conflicts during peak hours.
- Mentored new hostesses, sharing best practices for guest interaction and conflict resolution, enhancing overall team performance.

Skills

Time Management

Adaptability

Active Listening

Customer Advocacy

Problem Resolution

Attention to Detail

Multitasking

Data Entry

Empathy

Customer Service

Education

High School Diploma | Lake Highlands High School | Dallas, TX