



PHOENIX  
MAXWELL

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## PROFESSIONAL SUMMARY

I am a reliable and hard working candidate ready to take on challenges and excited at the prospect of interacting with customers and managing front operations in a professional setting. Adaptable worker recognized by peers for my effective leadership and multitasking skills. Looking to apply my understanding of staff management and strategic planning at a company where I can apply and expand my skillset.

## SKILLS

- Coaching And Mentoring
- Detail Oriented
- Engaging Personality
- Staff Management
- Inventory Management
- Effective Listening And Communication

## EXPERIENCE

Server Assistant October 2023 - Current

Pendry Hotel | Newport Beach, CA

- Helped keep dining area customer-ready with expert table bussing and resetting.
- Carried beverage and food trays to customer tables for serving.
- Welcomed and sat customers in available spaces before taking orders.
- Kept professional standards throughout each visit, including greetings, table service and departures.

Sales Associate August 2023 - Current

Massage Envy | Yorba Linda, CA

- Assisted with training new employees on sales procedures.
- Utilized active listening techniques to identify customer needs and provided appropriate solutions.
- Developed an in-depth understanding of the product line and was able to effectively communicate features and benefits to customers.
- Established a positive rapport with customers by delivering friendly, personalized service.

Shift Supervisor August 2018 - August 2023

Starbucks | Irvine, CA

- Complied with company standards and policies, setting example for team members.
- Trained new employees in job duties, safety protocols, policies and procedures, and company culture.
- Created successful shift plans, adjusting team member line-up to achieve shift efficiency.
- Provided ongoing coaching and feedback to barista staff to improve performance and increase sales.
- Multitasking professional with exceptional composure and poise

- Expert in leadership, problem solving and time management.

CASHIER

April 2016 - July 2017

Naugles Tacos & Burgers | Fountain Valley, CA

- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers
- Greeted customers, provided excellent customer service, and addressed customer inquiries.
- Developed a thorough knowledge of menu items and their preparation methods.