Ana Nicole Shepherd

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**EDUCATION**

**Texas Technical University Lubbock, TX**

*Bachelor of Arts, Major in Communication, Minor in Human Resources*

*Graduated 2021*

**EXPERIENCE**

## Regines Lounge, Dallas, TX - *Cocktail Server*

January 2025- Present

* Use suggestive selling methods to increase sales revenue
* Operate POS terminals to input orders, split bills, and calculate totals
* Clean and organize the bar area in keeping with the restaurant’s culture and standards of excellence
* Knowledge of customer preferences, leading to a personalized service approach

## Sushi Marquee, Frisco, TX *- Bartender/ Server*

September 2021 - January 2025

* Manage high-volume orders during peak hours while ensuring customer satisfaction
* Collaborated with kitchen staff to ensure seamless coordination between food and drink service, resulting in overall guest satisfaction
* Build rapport with guests by delivering drinks quickly, offering tastings, and making sure all guests feel welcome
* Study and memorize 25+ custom cocktail recipes, dozens of beers, and a variety of different sakes to give quality recommendations to guest

## 77 Degrees, Dallas, TX *- Bartender/ Cocktail Server*

April 2022 - November 2024

* Consistently provide professional, friendly, and engaging service while constantly checking on guests’ satisfaction
* Significantly increase nightly sales through effective upselling of bottle specials
* Delivering exceptional service to 200+ guests daily
* Maintain a close connection with customers to ensure guest loyalty