

BRIANNA RIVERA

786-383-8517
BRIRIWEBER@GMAIL.COM

WORKING EXPERIENCE

POUR BEHAVIOR

*SERVER * SOCIAL MEDIA MANAGER*

Mar 2025–Current
Houston, TX

- Delivered exceptional service in a high-volume, upscale restaurant, ensuring guest satisfaction through attentive, personalized service and extensive menu knowledge.
- Collaborated with front- and back-of-house teams to maintain seamless service flow, contributing to a consistent 5-star dining experience and repeat clientele.
- Developed and executed a content calendar aligned with marketing goals, promoting events, seasonal menus, and daily specials to drive customer engagement.
- Captured high-quality photos and videos of food, staff, and ambiance to reflect the brand's upscale image and attract new clientele.

PEACH TREE REVIVAL

RETAIL & SOCIAL MEDIA COORDINATOR

Aug 2024–Dec 2024
Miami, FL

- Handled sales transactions, returns, and inventory using POS systems with accuracy and efficiency.
- Took initiative in both front-of-house and digital marketing, managing day-to-day shop operations ensuring consistent brand presence online and in-store.

CASADONNA-GROOT HOSPITALITY

HOSTESS & SERVER

Sep 2023–Jun 2024
Miami, FL

- Skillfully managed high guest volumes during peak hours, ensuring efficient seating arrangements and minimal wait times while maintaining a positive dining experience.
- Delivered elevated service in a fast-paced, fine-dining restaurant to ensure guest satisfaction through attention to detail and menu expertise.

ONE K MIAMI

SERVER

April 2023–Sep 2023
Miami, FL

- Memorized menu items, ingredients, and preparation methods to accurately describe and recommend dishes to customers.
- Provided attentive service to anticipate and fulfill guests' needs throughout their dining experience.
- Managed a high-volume workload efficiently, handling up to 3 tables simultaneously during peak hours.

PLUCKERS

SERVER

June 2022–Mar 2023
San Marcos, TX

- Handled large groups and families with ease, offering menu recommendations and accommodating special requests.
- Built rapport with regulars and first-timers alike, contributing to a loyal customer base.
- Maintained a clean and welcoming dining environment with quick table turnover during peak hours.

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Dear Hiring Team,

I'm a hospitality professional with a passion for creating memorable guest experiences and a strong foundation in both service and branding. With years of experience in fast-paced, high-volume restaurants—from fine dining at Casadonna to energetic venues like Pour Behavior—I've learned how to anticipate guest needs, manage pressure with grace, and bring a thoughtful, upbeat energy to every shift. I thrive in environments where quality and atmosphere go hand-in-hand, and I take pride in delivering not just great service, but an overall experience that guests want to return to.

Beyond the floor, I have a creative eye and a love for storytelling through visuals. I've worked as a social media manager for hospitality spaces, capturing the vibe of a venue and translating it into content that connects with the audience. Whether behind the scenes or at the front of the house, I care about details, consistency, and authenticity.

I'm adaptable, driven, and team-oriented, always looking to grow while helping the space I'm part of succeed. Whether I'm serving tables or helping curate a brand's online presence, I bring the same focus, creativity, and professionalism every day.

Warmly,
Brianna Rivera