



# STEPHANIE WILSON

San Francisco, CA | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

## PROFILE

Service-driven bartender with seven years of experience in hotels and dive-bar environments. Manages bar operations and enhances guest engagement through interactive cocktail demonstrations and beverage recommendations. Extensive knowledge of craft beers, vintage cocktails, and boutique whiskies.

## KEY SKILLS

- Cash handling
- Cocktail presentation
- Customer service
- Recipe memorization
- Responsible serving
- Time management

## PROFESSIONAL EXPERIENCE

### Bartender

Pink Elephant, San Francisco, CA | October 2019 - Present

- Conduct age verifications for all patrons, ensuring 100% compliance with legal drinking age regulations
- Elevate guest experience by implementing personalized drink recommendations
- Collaborated with lead chef and ownership to create signature and rotating seasonal cocktail menus, contributing to a \$3,000 monthly increase in beverage sales
- Demonstrate strong multitasking skills to serve over 500 drink orders per night
- Hold regular training sessions for new staff, ensuring consistent service standards and promoting a collaborative team environment

### Bartender

Marriott International, San Francisco, CA | June 2017 - October 2019

- Trained 12 new staff members over two years on bar procedures, customer service, and Marriott service standards
- Increased early evening patronage by 24% with a "Happy Hour" initiative, using signage throughout the hotel to boost guest awareness
- Prepared fresh garnishes and stocked ice, glassware, and paper supplies
- Served an average of 30 wine and champagne bottles per shift
- Saw a 15-point improvement in the department's guest satisfaction scores through maintaining a high level of cleanliness, organization, and customer service

## EDUCATION

Associate of Science (A.S.) in Hospitality Management

San Francisco State University, San Francisco, CA | June 2017

## CERTIFICATIONS

- Responsible Beverage Server, Alcoholic Beverage Control, May 2022
- California Food Handler Card, ServSafe, July 2022