

JA

CONTACT INFORMATION

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 Providence, RI 12345

EDUCATION

- Court of Master Sommeliers, Certified Sommelier, 2018
- Bachelor of Arts, Communications, Rhode Island College, 2011
- ServSafe Manager Certification, current through 2027
- TIPS Alcohol Certification, current

KEY SKILLS

- Floor management and section charting
- Pre-shift facilitation
- Wine program support and pairings
- Tasting menu and chef counter service
- Banquet and event captaining
- FOH training program design
- Toast, Aloha, and Micros POS
- OpenTable and Resy reservation systems
- Tip pool and gratuity reconciliation
- Conflict resolution with guests
- Vendor and sommelier coordination

Joseph Anderson

Waiter Waitress

ABOUT ME

Lead server with 13 years across Italian fine dining, hotel banquets, and chef-driven tasting menus. Run the floor on 280-cover Saturdays, write the section chart, and own training for the front-of-house team. Certified sommelier and ServSafe Manager.

PROFESSIONAL EXPERIENCE

Lead Server / Floor Captain | Osteria Lombarda, Providence, RI

2019 – Present

- Build the nightly section chart for 9 servers and 4 bussers, balancing VIPs and large parties
- Lead pre-shift for a 14-person FOH team, covering 86 menu items and nightly wine features
- Reduced new-hire ramp time from 6 weeks to 4 by rewriting the steps-of-service guide in 2022
- Run tasting menu service for the chef's counter, averaging \$215 per guest on 12-seat nights
- Step in as acting manager 2 to 3 shifts per month when GM or AGM is off

Banquet Captain | Bayview Harbor Hotel, Newport, RI

2016 – 2019

- Captained banquet floor for weddings and corporate events from 60 to 320 guests
- Directed teams of up to 18 servers and 6 bartenders across plated and buffet service
- Owned BEO walk-throughs with catering managers and adjusted staffing on the fly
- Maintained 0 noise complaints and 0 service incidents across 140+ events

Server | Federal Hill Trattoria, Providence, RI

2013 – 2016

- Carried a 7-table section in a 110-seat Italian restaurant five nights a week
- Trained on regional wine list of 180 bottles and certified as in-house wine lead
- Won the staff sales contest three quarters in a row for highest dessert and digestif attach rate
- Recommended to banquet captain role by chef-owner after three years on the floor

Server | Wickenden Wine Bar, Providence, RI

2011 – 2013

- Started as a runner and moved to server within 7 months
- Helped build the by-the-glass menu by tracking nightly pour counts for the bar manager
- Closed bar 4 nights a week and handled cash drop and safe reconciliation
- Mentored 5 new servers on Italian varietals and regional pairings