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**Bartender Resume**

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(212)-621-7562

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# Qualifications summary

* 15 years of bartending experience as a waiter, bartender, and bar manager
* Extensive knowledge of cocktails, shooters, wine, and beer (micro & macro brews)
* Helped reduce customer complaints by 20% during my first three years as bar manager
* Led a team that was voted Brooklyn’s “Friendliest Bar Staff” of 2013
* Trained 11 bartenders over three years and managed teams of five daily
* Fostered a positive bar environment for my colleagues and patrons, helping reduce employee turnover and encouraging customer loyalty

# Relevant skills

## Customer service

* Completed SmartServe certification
* Capable of calmly handling the weekend rush at a large-sized bar
* Patient, friendly demeanor helps to keep the work environment positive

**Mixology**

* Created a new 12-cocktail menu every 4 months at El Castrino’s, using liquors and recipes from around the world
* Active member of multiple online mixology boards

**Salesmanship**

* 7x winner of the monthly beer sales challenge at Patty’s Irish Pub ‘n’ Restaurant
* Started a “wine of the month” club, which has increased bar revenue by 5% and helped grow the number of bar regulars
* Implemented upsell challenge to drive a 20% increase across all servers at the Cellar

# work history

* Bar Manager, The Cellar Wine Bar
* Bartender, El Castrino
* Bartender, Galaxy Nightclub
* Waiter, Patty’s Irish Pub ‘n’ Restaurant

# education& training

* Bachelor of Arts, English, Boston College, Boston, MA, 2002
* Bartending Certification, ABC Bartending School, NYC
* Languages – English (native), Spanish (conversational)

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