
ALEXIS TOTTEN

901.734.1599

aspaiqe22@gmail.com

Great Lakes, IL

PROFILE

Dedicated and hardworking customer service professional with an eye creativity, details, and organization. Looking to augment upon my 8 plus years of customer facing experience to transition into customer representative role. Able to learn and adapt while on the job and take a proactive approach to work.

EXPERIENCE

BARTENDER/ SERVER, JDR RESTAURANT GROUP, LAKE BLUFF, IL 2021 TO PRESENT

- Work at multiple locations throughout the company (Salt Creek Tacos, Everett Farms, Inovasi, Garasi, JDR Wine Shop).
- Dealt with high stress customer situations during peak restaurant hours
- Talking and connecting with customers to insure the returning and happy customers
- Placing orders and helping customers navigate the menus
- Identify customer issues and avenues of service to address and solve problems
- Accurately recall product information, memorize orders, product descriptions and other merchandise.

SHIFT LEADER/BARTENDER/ SERVER, RED ROBIN, MEMPHIS, TN. 2018 TO 2021

- Anticipating and addressing customers needs
- Guiding customers through all menus and demonstrating advance knowledge of product
- Coordinating with front of the house and back of the house teams to maximize efficiency
- Warmly greeting new and returning customers and developing relationships resulting in customer loyalty

BARTENDER/ SERVER, K3 STUDIO CAFE, MEMPHIS, TN. 2017 TO 2021

- Providing quality service at a high traffic location
- Developing and maintaining relationships with guest and local community by providing tailored service
- Responsible for all opening and closing task

SKILLS

- Organizational skills
- Independent thinking
- Efficient in Microsoft Applications
- Attentive listening
- Attentive listening
- Critical thinking
- Speed and efficiency
- Fast learner
- Verbal communication
- Time management
- Memorization and recall
- Problem solving