
LESLIE ASHLINE

PROFILE

- Dynamic customer service professional experienced in both call-center setting, 100+ calls per day, retail settings, as well as food handling settings.
- Productive relationship builder by excelling at listening to customer needs and creating solutions that provide value to the customer.
- Highly dependable with remote experience, reliable and able to perform with minimal supervision
- Customer service for over 15 years experience with excel.

EXPERIENCE

SCHEDULING MANAGER, EVENT BUILDER, STAFFER ALLIED UNIVERSAL EVENT SERVICES FULLERTON CA – 2020-PRESENT

- Provide fast friendly and efficient service to employees by making phone calls for scheduling as well as creating schedules
- Making 100+ calls a day with excellent customer service
- Proficient in Excel, building schedules for events.
- Staffing events such as concerts, award shows, music festivals, sports events etc
- Building relationships with clients as well as staff members with great personal and communication skills
- Calling employees daily, extensive training in excel, handling confidential documents, calling clients
- Working events holding job fairs
- Working events as a staffer employee

SERVER/COCKTAIL/BARTENDER

MATADOR CANTINA, FULLERTON CA – 2015-2021

- Assisting with greeting guests, creating a great friendly first impression for the guest experience.
- Possessing full knowledge and descriptions of all wines, liquors, and beers in the restaurant.
- Making Speciality cocktails, as well as creating seasonal cocktails for the bar menu
- Serving cocktails, wine, liquor in accordance with safe alcohol service standards.
- Serving guests of the bar and cocktail area efficiently, and with complete knowledge of food and beverage menus.
- Receiving server orders, issuing wines, mixing drinks and keeping proper control points.
- Meeting and exceeding all guest requests and expectations with a professional and friendly attitude

SERVER/COCKTAIL/BARTENDER

, SLATERS 50/50, ANAHEIM HILLS CA – 2010-2015

- Mixed ingredients such as liquor, soda, water and fruit juice to prepare alcoholic and non-alcoholic beverages.
- Interacted verbally with all bar guests creating a friendly and upbeat atmosphere by continuously using the guests name.

1171 Stone Pine Ln #A, Corona CA, 92879 (714)-366-0410 af_gurl23@yahoo.com

- Served food and drinks to all bar guests as well as dining room guests.
- Sliced fruit and vegetable garnishes for drinks.
- Presented guests with checks to bar patrons. Made correct change and or complete any necessary charge card transactions
- Processed employee food orders
- Relayed food orders to the kitchen

SKILLS

15+ Years of customer service, excel, power point, 120 WPM, remote work experience, call center experience

REFERENCES

Scott Henry - Manager - (714)-225-8241 / Alicia Wright - Personal - (714)-273-4056