***Erica Conrad***

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**Objective**

To obtain a position in customer service that will allow me to demonstrate my time and experience in customer service related industries. To be apart of a team and bring a creative, positive energy while maintains standards.

**Experience**

**The Blue Room- GM/Bartender- 2015-Present**

* Manage employees and any issues that may arise.
* Close business at night which consists of End of Night Reports, closing employees’ reports, making deposits/writing checks, checking out FOH and BOH employees side work and closing duties, closing the building, etc.
* Weekly Inventory of Liquor, Wine, Beer, and other Bar Products.
* Organizing large parties/events to be held at the club. Responsible for corresponding with guests to ensure that their needs are met when they host an event.
* As a bartender: Taking care of guests at the bar. Making sure that they are aware of all promotional items and specials. Accurate cash handling use! Create cocktails to suite every guest’s requested needs.

**American Income Life- Life Insurance Agent-2016-2017**

* Make calls with leads provided by the company to make appointments for insurance presentations.
* Maintain positive employee standings weekly by rectifying in NSF or incorrect info .
* Attend daily and weekly meetings to stay current on new policies, goals, and team building incentives.
* Do in-home presentations that help customers choose policies that are appropriate for them and their families.

**Marlows Tavern- Manager/Bartender-2012-2016**

* Make sure all cocktails and food orders are delivered to customer using the in depth standards of the company.
* Train seasonally on all seasonal changes that were made company wide.
* Train new hires on strict policies and principles.
* Close tavern at night making sure that all side work and prep has been done for a successful shift the following day.
* Check out all employees nightly making sure their cash and credit cards balance with the POS.

**Pearl Bistro and Bar – Bartender- 2009-2014**

* Serve guests food and drinks while providing excellent customer service.
* Address any customer issues.
* Cleaned bar daily and maintes cleanliness throughout the shift.
* Responsibly handled the cash and the POS system, making sure that everything balanced at the close of business every night.

**Education**

**Morrow High School, Morrow, GA 2000-2004 Diploma with Distinction**

**Georgia State University, Atlanta, GA 2004-2006 Accounting**

**References**

**Teena Neely-Atlanta,GA (313) 214-7358 10 year professional relationship**

**Stephanie Nauden- Stone Mountain, GA (404) 671-5095 3 year professional relationship**

**Krystal Clemons-Lithonia, GA (470) 525-4261 5 year professional relationship**