

Eric Ramos
4505 Paradise Rd. Apt.6624
Las Vegas, NV, 89169
267-808-5449
ERamos19135@gmail.com

Objective: To obtain a challenging position in an environment where I can utilize my technical, professional, and interpersonal skills to gain on the job training or further advancement.

Experience: **Gigi Restaurant & Lounge** **Philadelphia, PA**
Restaurant Manager **June 2015 to February 2017**

Full time position. Responsible for greeting and serving all guests who entered the restaurant. Making sure all servers were taking orders in a timely fashion and correctly placing the orders into the system. During down time I was required to have servers roll up silverware and maintain all areas of the restaurant. Occasionally required to food run, bus tables, and train new servers. I was also required to speak to guests at the tables to make sure their experience was good.

Brickhouse Tavern and Tap **Willow Grove, PA**
Busser/ Bar Back/ Maintenance **October 2014 to May 2015**

Part time position. Responsible for opening and maintaining the restaurant as well as occasional bussing. Opening consisted of sweeping and mopping the entire restaurant, cleaning of bathrooms, cleaning of the parking lot and everything else that may fall under the line of maintenance. During dining hours assist with bussing tables and cleaning of any messes or spills left by guests. Responsible also with assisting bartenders with ice, bottled and canned beers, restocking of alcohol, changing beer kegs and fountain sodas.

IKEA Philadelphia **Philadelphia, PA**
Customer Service Returns Manager **September 2010 to August 2014**

Full time manager position . Duties included assigning registers, assisting with stores returns, labeling returns, placing returns in the correct bin, performing even exchanges, issuing price adjustments, creating distribution orders for unavailable items, inputting data on returns, training all new employees, maintaining the waiting area, answering phones, finding locations for store items, and issuing store catalogues. Position required lifting a minimum of 50 pounds. Assisted in two separate departments, Beds and Work IKEA. Duties included answering questions about our product displays, cleaning and organizing sales floor, creating and labeling price tags, issuing cash and carrying/loading heavy items for customers.

Education: **Community College of Philadelphia** **Philadelphia, PA**
Computer Forensics Major **September 2013 to June 2015**

GPA 3.11. Pursued an Associate degree with concentration in criminal justice and the Microsoft Office User Specialist (M.O.U.S) program. Specialization to be learned in Microsoft Office programs, computer programming, networking, internet research, web development, multimedia, and communication skills. AAS Degree received May 2015.

Skills: Bilingual: Spanish/English, Oral/Written
"Excellent communication and interpersonal skills
"Computer Skills: Office XP, Microsoft Word, Excel, Access.
"Photocopying, Faxing, Filing, Answering Phones
"Web Design

Interests: Computers, internet-surfing, literature, listening to music, and shopping.

**References attached*