

# Robyn McCabe

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## Summary

Passionate and attentive,(dedicated and self motivated,) customer service representative(child educationion professional)(high-end bartender) . Loyal and patient member of staff with previous work experience of 9+ years.

## Skills

- Child Care and Education
- Staff and Company Management
- Bartending
- Waitressing/Bussing
- Understanding of Food Service and High-end Dining
- Outdoor Education
- Customer Service
- Information Sharing and Input
- Computer Literacy
- Radio Etiquette
- Alpine Ski Education to all Ages
- Advanced Skier
- Safety Consciousness
- Microsoft Excel

## Experience

November 2013 - April 2022 (Seasonal)

**Jiminy Peak Mountain Resort: KidsRule, Hancock, MA** - *Team Leader/Ski Instructor/Assistant KidsRule Manager*

Became an integral part of the instructing and managing staff attending to the education and service of children age 3-14 and their parents.

- Organized and facilitated a fully functional program ski instruction involving up to 400 children and 100 employees daily.
- Worked closely alongside a manager to communicate goals and complete delegated work.
- Trained a full staff on the details of childhood ski education, outdoor education, class handling and safety, and customer service.
- Coordinated client groups with appropriate instructors based on intricate and varying skill levels.
- Educated 1-9 children in a wide range of alpine ski skill level instruction.
- Communicated with parents throughout the day regarding the education and safety of their child.
- Cared for children during lunch and snacks with safe regard to COVID-19 regulations and child allergies as well as dietary restrictions.
- Provided help, communication, problem solving, and management for instructors.

- Organized program information in excel and wrote emails to staff and managers.

May 2015 - August 2017 (Seasonal)

**Samel's Deli and Catering** - *Dishwasher/Prep cook/Server*

- Performed a wide variety of tasks from waitstaff to food prep to dish washing.

June 2018 - August 2018 (Seasonal)

**Becket - Chimney Corners YMCA (Becket Day Camp)** - *Camp Counselor*

- Led groups with up to 12 kids aging 2 to 10
- Organized curriculums of outdoor activity including games, hiking, swimming, and outdoor education.
- Constantly facilitated positive social skill building.
- Led fun and inspiring outdoor curriculums with a safety mindset.

November 2018 - May 2019 (Seasonal)

**Central Berkshire Regional School District (Wahconah)** - *Paraprofessional Substitute*

- Assisted special needs high schoolers with various tasks based on their necessities.
- Provided educational help in classrooms that required multiple teachers.
- Fostered meaningful relationships with kids in short and appropriate windows of time.

July 2019 - May 2022

**Mezze Bistro+Bar**- *Caterer/Busser/Waitress/Bartender*

- Mixed and served properly measured and well-balanced drinks as well as full food service for bar clients.
- Managed multiple sections of tables and bar seats
- Developed extensive knowledge of the wine and food on the menu with an ability to communicate that knowledge to clients.
- Organized a high end dinner service for all tables and bar guests including table marking, water filling, bread service and a three course prix fee menu.
- Catered weddings leading a team of coworkers in setup, cocktail hour, dinner service and cleanup.

## Education

September 2016 - May 2020

**Berkshire Community College, Pittsfield, MA** - *Associates Degree in Liberal Arts*

- Graduated with an honors GPA of 3.8. Took a variety of classes which included Special Needs education, Photoshop, Honors American Literature, Communications, and Psychology.

## **Awards**

- Berkshire Community College Honors Convocation 2017 and 2018.

## **Certifications**

- First aid (ID: GWE40Q)
- CPR/AED for Professional Rescuers (ID: GWE40Q)