

Contact

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(LinkedIn)

Top Skills

Multi-task & Handle High-volume Workloads

Guest Satisfaction

Multitasking

Certifications

Cosmetologist, Aesthetics

Star Falcão

Over 15 years of customer service
Honolulu, Hawaii, United States

Experience

MARSHA NADALIN SALON & SPA

Hairstylist, Hairstylist Assistant, Front Desk Coordinator
September 2011 - Present (11 years 10 months)

Honolulu, Hawaii, United States

(I took a 3 year break from the salon and returned after moving back home in February 2022. So a total of 8.5 years!)

- Develops strong, lasting relationships with hundreds of regular clients and co-workers.
- Dedicates time and effort to helping clients not only look great, but feel great.
- In charge of answering phones and scheduling appointments for clientele.

Pitch Sports Bar

Food Server

February 2019 - May 2022 (3 years 4 months)

Honolulu, Hawaii, United States

(Moved away during covid 2020 but would visit often and still work when i was in town)

- Delivers food and drink orders in a timely fashion.
- Gives amazing customer service ensuring guest satisfaction.
- Communicated orders clearly with the bar and staff and kitchen resulting in positive and efficient customer service.

HI Coffee Cafe

Barista

August 2021 - November 2021 (4 months)

Henderson, Nevada, United States

- In charge of taking orders and ringing up payments.
- Preparing and serving all coffees. Pulling shots/ grinding beans, preparing lattes in a timely manner.
- Keeping track of inventory, cleaning work areas, coffee machines and equipment.

Poke Express

Food Service Worker

February 2021 - July 2021 (6 months)

Henderson, Nevada, United States

- In charge of prepping and delivering food orders in a timely fashion.
- Gives amazing customer service ensuring guest satisfaction.
- Very familiar with taking phone orders, using the cash register, pos system and interacting with customers.

Freelance, self-employed

1 year 3 months

Promotional Model

February 2019 - March 2020 (1 year 2 months)

Hawaii, California, New Mexico, Mexico

- Ability to create instant and meaningful connections with countless individuals.
- In charge of organizing and managing my own time and schedule to ensure success.
- Mastered multi-tasking skills while managing multiple jobs/ shoots and events.

Caregiver

January 2019 - September 2019 (9 months)

Honolulu County, Hawaii, United States

- Provided companionship and created opportunities to strengthen the bond between clients.
- Assisted with transference and mobility to and from activities and errands.
- Helped in proper food preparation for all meals.

Oceans

Cocktail Server

April 2011 - September 2011 (6 months)

Honolulu, Hawaii, United States

- Delivered food and drink orders in a timely fashion.
- Trained new servers on how to manage multiple tables during dinner rush.
- Communicated orders clearly with the bar staff and kitchen resulting in positive and efficient customer service.

Salon 8080

Hair Stylist Assistant

May 2010 - April 2011 (1 year)

Honolulu, Hawaii, United States

- Responsible for handling a high volume of inbound customers each day.

- In charge of answering phones and scheduling appointments for all clientele.,
- Demonstrated excellent interpersonal skills ensuring guest satisfaction.

Education

Paul Mitchell The School Honolulu

Cosmetology License, Cosmetology, Barber/Styling, and Nail

Instructor · (2008 - 2009)

90 Day VA

Virtual Assistant · (2020 - 2020)

University of Hawaii at Manoa

Business and Communications · (2005 - 2006)

Sacred Hearts Academy

High School Diploma · (2001 - 2005)