

Kelcey Silvestre

Multilingual with 4 years of customer service experience and a resourceful individual

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Give quality service and expand my experience in a multitude of work areas such as restaurant businesses as a server/Host and gain experience in retail stores as a sales associate.

Willing to relocate to: Hartford, CT - West Hartford, CT - Newington, CT

Authorized to work in the US for any employer

Work Experience

Door Dasher

DoorDash - Hartford, CT

April 2021 to Present

Accepted food orders

Drove to companies to get my order

Delivered items to people such as packages, groceries, etc.

Traveled to Hartford, West Hartford, Berlin, Newington, Manchester, East Hartford and other towns to deliver food orders

Packer

Amazon Fulfillment Center - North Haven, CT

January 2022 to January 2022

Scanned/packed items and ship them to the conveyor belt

Organized my area

Hostess/Server

California Pizza Kitchen - West Hartford, CT

August 2021 to September 2021

Guided incoming guests to their preferred seating area

Made bathroom checks such as wiping/spraying door handles, making sure there was an ample amount of paper towels, spray/wipe mirrors, spray/wipe bathroom counters, made sure floor was clean

Always remained, kept and looked presentable at work

Handled issues in a professional manner

Bussed tables

Carried a bin full of plates/glasses to the kitchen, they were about 20-30lbs

Reset, cleaned booths for the next incoming guests

Organized a hostess chart/table and remained organized

Stocked and prepared multiple food and dessert menus

Server

The Golf Club of Avon - Avon, CT

September 2020 to October 2020

Serve food and drinks
Clean tables
Engage with club members
Take food and drink orders
Always worked diligently
Lifted and carried heavy weight
Learned how to carry multiple drinks on a plate with one-two hands
Always remained cleaned and presentable
Stock glasses
Clean and set tables
Always arrived early or on time for work every day
Carried a 30lb box of wine glasses

Stocker

Amazon Fulfillment Center - North Haven, CT
July 2020 to August 2020

Scanned items and packed them
Lifted 30-40lbs
Opened boxes with PPE and scan objects
Place them in little to big carts

Assistant Server

Brio Tuscan Grille - West Hartford, CT
January 2020 to February 2020

Assisted the main servers with their tasks
Prepared a dining table with large pieces of paper
Bussed tables
Cleaned and prepared tables
Took plates/glasses to the kitchen that were done being used

Team member/Cashier

Au Bon Pain
April 2017 to October 2019

- Kept work areas clean, neat and organized for maximum productivity.
- Responded to customer questions and requests in a prompt and efficient manner.
- Engaged with customers in a sincere and friendly manner.
- Responded to customer concerns with friendly and knowledgeable service.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Cleaned and organized the store, including the checkout desk and displays.
- Lifted and maneuvered boxes weighing up to 30 pounds.
- Assisted co-workers whenever possible.

Summer Camp Counselor

Boys & Girls Clubs of America - Hartford, CT
July 2015 to August 2015

Interacted with children of the ages between 5-7 years old
Cleaned floors

Did activities with the kids such as painting, playing computer games, and physical sports
Watched over them
Read to them
Made sure they were safe during the playground hours
Handled disputes

Education

GED

Hartford Adult Education Center - Hartford, CT
March 2019 to April 2021

High school diploma in N/A

Connecticut River Academy - East Hartford, CT
August 2015 to January 2019

Skills

- Active listening skills
- Intermediate in Spanish (10+ years)
- Ability to work under pressure
- Analytical
- Team player
- Goal-oriented
- Cleanliness
- Adaptability
- Multi-talented Team Member able to take on any required task
- Adapt to changing conditions with a resourceful and hardworking mindset.
- Easy to work with and get along with.
- Team Member
- Customer Service
- English
- Food Service
- Cashiering
- Serving
- Restaurant experience
- Retail sales
- Leadership
- Hospitality
- Basic education (4 years)
- Busser
- Heavy Lifting

- Warehouse Experience
- Technical (4 years)

Languages

- English - Fluent
- Spanish - Fluent
- Portuguese - Intermediate

Certifications and Licenses

Driver's License