

# CAITLIN EWING

---

404-310-2517 | [caitlinewing30@att.net](mailto:caitlinewing30@att.net)

---

## PROFESSIONAL SUMMARY

I am a results-driven professional with over 6 years experience in the service industry, ensuring that each customer I interact with will have a pleasant and memorable experience. I have a passion for working with people and helping navigate through their challenges to improve upon their situation. I am comfortable working in a fast-paced environment and have the ability to balance multiple priorities. I have a proven track record of successfully following defined processes while taking initiative to improve upon outdated procedures. I am eager to step into a service providing role within your establishment.

---

## SKILLS

Problem-solving, communicative, adaptable, time management, organized, loyal, eager to grow, service-orientated

---

## EXPERIENCE

Taco Mac, Georgia Sept 2020 – Present

### Bartender and Server

- Determining the customers desires and delivering a satisfying experience through efficient and personable communication
- Ensure optional guest experience through friendly and timely interactions
- Collaborate with servers and kitchen staff to ensure quality and timely service while providing attentive service to bar patrons
- Manage orders and accompanying financial transactions using digital Point of Sale System

Los Portales Mexican Grill, Georgia June 2016 – Dec 2019

### Server

- Served as the face of the business; greeted guests and provided prompt, exceptional customer service while ensuring 100% of tables left with full stomachs
- Collaborated with all staff members to meet the needs of the guests and support others during rush hours
- Informally recognized as Lead Server with responsibility for coaching and mentoring new servers regarding menu, company policies, and procedures

Ascent at Riverdale  
Apartments, Georgia April 2021 – December 2022

### Assistant Manager

- Process leasing packages for all rentals and maintain 93% occupancy rate; swiftly communicating to prospective applicants of application rejection
  - Address, investigate, and resolve tenant complaints and documented action taken; including escalating to the appropriate personnel
  - Perform administrative duties to improve communication among tenants, maintenance techs, vendors and office staff; including converting all files to a digital format for efficient organization and making easily accessible by all staff
  - Provide technical support to tenants and supervisor while maintaining managerial duties; documenting all interactions
  - Maintain units to ensure market readiness, coordinate and lead apartment tours, answering questions, and highlighting selling features and property amenities; renewing 60% of properties in under 5 months
- 

## EDUCATION

Clayton State University 2022

### Bachelor's Degree

*Dean's List*