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## EDUCATION

### Montessori High School at University Circle, Grad 2015

## EXPERIENCE

### Sea Biscuit Cafe

*Server*

Oct 2022 - Present

- Efficiently manage and serve multiple tables in a fast-paced and high-volume breakfast restaurant, ensuring timely and accurate order delivery.
- Collaborate seamlessly with kitchen staff to prioritize orders and maintain a smooth workflow during peak hours.
- Provide exceptional customer service by addressing inquiries, making menu recommendations, and ensuring a positive dining experience.
- Demonstrate strong knowledge of the breakfast menu, including ingredients, preparation methods, and dietary considerations.
- Utilize effective communication skills to interact with diverse customers and create a welcoming atmosphere.
- Handle cash transactions
- Adapt quickly to changing priorities and maintain composure in high-pressure situations.
- Collaborate with team members to maintain cleanliness, organization, and overall restaurant efficiency.

### With the Breeze Training (Self)

*Professional Trainer*

July 2020 - Present

- Built and marketed freelance professional horse training services, utilizing relationship-building networking and customer service skills to create and retain clientele offering high-end training.
- Highly visible autonomous position with little oversight involving developing tailored solutions to clientele needs in a demanding industry including rehabilitation and performance training duties.
- Navigated and solved unique challenges in a high stress environment, including conflict resolution, equine injury and client emergencies

## **Alicorn Stables**

*Barn Management*

February 2019 - July 2021

- Front facing barn management including all aspects of high capacity stable organization, customer service, and client interaction. Duties involved upholding industry-standard equine health, physiology and nutrition.
- Responsible for grooming, warming up/cooling down, tacking, etc of training horses, as well as scheduling veterinary/farrier care and services
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## **Portland Meadows and Associated Tracks**

*Groom & Exercise Rider*

September 2013 - January 2019

- Care and management of actively competing racehorses, such as: stall cleaning, grooming, wrapping, tacking, cooling out, feeding, etc
- Exercise riding actively competing racehorses, responsibilities included: management of heart rate for fitness training, identifying lameness and other health issues, upholding track safety laws, upholding safe riding on dangerous horses in a busy environment, etc
- Management and training of a string of pony horses, as well as safely handling racehorses (with and without riders) while riding pony horses