

Joao Conceicao

Contact

Address

Boca Raton, FL 33434

Phone

(561)451-5303

E-mail

jvictor_p01@hotmail.com

Skills

Complaint resolution

Excellent

Sales expertise

Very Good

Creative problem solving

Excellent

Administrative support

Very Good

Recordkeeping strengths

Very Good

Money handling abilities

Excellent

POS systems expert

Very Good

Teamwork

Excellent

Capable and Hardworking employee, passionate about serving customers with strong organizational skills, while exceeding customer expectations and maintaining poise in demanding environments. Ready to help the team achieve company goals. Seeking to maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

2019-06 -

Service Bartender/Server

2023-02

Houston's, Boca Raton, FL

- Kept bar presentable and well-stocked to meet customer needs.
- Crafted special drink and cocktail menu items for dining room guests.
- Served over 30 parties each shift, consisting of 1-4 people per party, reaching between \$2,100-\$2,500 in sales.
- Constant movement around establishment seeking to ensure exceptional guest experiences through attentive service.
- Responsible for ensuring guest satisfaction in high quality: taking correct food orders, delivering payments, and delivering food.
- Protect establishment and guests by adhering to sanitation, safety, and alcohol beverage control policies.
- Respond to additional patron requirements by inquiring of needs; observing the dining process.
- Contribute to team effort by accomplishing related results as needed.

2019-02 -

Server

2019-06

All Meats Brazilian Steakhouse, Boca Raton, FL

- Kept updated knowledge of menu and promotions, recommending specific items according to preferences and food allergies
- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage

Languages

Portuguese

Excellent

English

Excellent

Spanish

Good

bills and handle complimentary items for dissatisfied customers

2016-02 -
2019-01

Server/Store Manager

Pharaoh Sifhas, Boca Raton, FL

- Boosted team member productivity by enhancing performance > monitoring and instituting motivational approaches
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflow to meet any daily demand
- Trained and guided team members to maintain high productivity and performance metrics.

Education

2019-08 -
2023-05

Associates Degree: Finance

Palm Beach State College - Boca Raton

2019-06

High School Diploma

Boca Raton Christian School - Boca Raton, FL