

Katrina Cotto

General Manager/ Bartender

Las Vegas, NV 89108

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Highly organized and personable with experience providing exceptional customer service in establishments ranging from casual cafés, fine-dining restaurants, gaming facilities, to office management. I would like to expand leadership responsibilities, improve organizational ability to exceed corporate goals, and help honor all long-term commitments made to customers, employees and the communities in which we live.

Authorized to work in the US for any employer

Work Experience

General Manager/Bartender

The Lodge Coffeehouse - Las Vegas, NV

May 2019 to Present

- Familiarized guests with menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying bills
- Menu knowledge: Memorize details of daily specials, seasonal menu items and options, as well as rotating craft beer options.
- Cashout reports
- Served meals
- Cleared tables
- Managed cash, check, credit orders
- Payroll
- Scheduling
- New Hire training

Server

Distill - Las Vegas, NV

May 2020 to February 2021

Familiarized guests with menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying bills

- Menu knowledge: Memorize details of daily specials, seasonal menu items and options, as well as rotating craft beer options.
- Cashout reports
- Served meals
- Cleared tables
- Managed cash, check, credit orders

General Manager

Yogi's iCafé - Brazil, IN

February 2016 to April 2019

47834

- Coordinated with staff and oversaw day-to-day operations in a company.
- Introduction of innovative solutions and strategies to improve efficiencies.
- Recruitment, training and empowerment of employees to achieve key performance indicators
- Financial management and financial reporting.
- Inventory
- Scheduling

Server

Cheddar's Scratch Kitchen - Terre Haute, IN

October 2014 to November 2016

- Familiarized guests with menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying bills
- Menu knowledge: Memorize details of daily specials, seasonal menu items and options, as well as rotating craft beer options.
- Informally recognized as Lead Server with responsibility for overseeing opening / closing and coaching and mentoring new servers regarding menu items, company policies and procedures.

Education

BSN in Nursing

Saint Mary of the Woods College - Terre Haute, IN

Skills

- Excel (7 years)
- Microsoft Word (7 years)
- POS system (8 years)
- Management (5 years)
- Leadership Development (5 years)
- Money Handling and Management (10+ years)
- Customer Service
- MS Office
- Microsoft Excel
- Organizational Skills
- Server
- Microsoft Office

Awards

Honors

April 2016

Honor's award - 3.7 GPA for Saint Mary of the Woods College
Vice President of the Student Nursing Committee

Certifications and Licenses

Food Handler Card

May 2026

TAM of Nevada

May 2023

Assessments

Customer Focus & Orientation — Highly Proficient

June 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Reliability — Highly Proficient

May 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Bartending — Proficient

November 2022

Understanding, pouring, and mixing drink orders

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.