Shaina Ruiz

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Professional Summary

An accomplished, energetic, high volume Bartender, with experience in providing the best customer service through a high volume environment. A solid history of achievement in high velocity sales. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include communication, flexibility and dedication.

**Skills**

* Communications and Media
* Reliability
* Instructing
* Persuasion
* Telecommunications
* Psychology
* Sales and Marketing
* English Language
* Spanish Language
* Writing
* Active Listening
* Customer and Personal Service
* Reading Comprehension
* Speaking
* Judgment and Decision Making
* Monitoring
* Flexible
* Trust-Worthy
* Open to new instructions
* Social Perceptiveness
* Time Management
* Coordination

Experience

Bartender/High Volume March 2021-Aug 2021

**Oasis**  Miami, FL

* + Delivered outstanding service in a high volume establishment with daily live entertainment.
  + Represented the businesses positively by providing quality service to customers in a high volume atmosphere.
  + Thrived in very high volume bar by ensuring timely service and optimizing profitability
  + Facilitated customers beverage orders in a fast paced and high pressure environment while maintaining professionalism.
  + Hard working, and easy learner in high volume situations
  + Dealt with celebrities and high velocity sales;
  + LIVE MUSIC CONCERT VENUE & NIGHTCLUB/ FOOD VENUE
  + Open and closed the bar in a orderly and timely fashion
  + Exude company standards throughout business transactions, customer service and community interactions to promote and uphold companies golden standard.
  + Recognized as Lead bartender with responsibility for overseeing opening / closing and coaching new bartender regarding menu items and company policies

Bartender/ High Volume March 2021-May 2021

**The Clevelander** Miami, FL

* + Provide excellent customer service and hospitality in high volume environment
  + Maintain full knowledge of bar and menu items.- Collect money and make change.- Maintain bar stock and replenish daily as needed.
  + Greeted guests with full knowledge of food menus, beers on tap, liquor, bottled beer, and specials.
  + Ensured customer satisfaction while maintaining quality and consistency in a high volume environment.
  + Complied with State and Federal liquor laws through age verification and termination of alcohol consumption of seemingly intoxicated individuals
  + Created a welcoming and enjoyable experience ensuring customer satisfaction by maintaining a friendly, accommodating and positive attitude.
  + Required to service bar staff and cocktail waitresses simultaneously I was recognized for exceptional customer service and maintaining a positive attitude.
  + General cleaning, mixing/serving alcoholic beverages, limited food service, cash handling, placing/receiving inventory orders, advertising, vendor interaction
  + Memorized hundreds of drink recipes and mastered multitasking in high-stress situations.
  + Cash handling, customer service, drink preparation and service responsibilities in addition to document verification and counterfeit prevention procedures.

Bartender/High Volume April 2020-Jan 2021

**Social Club**  Dubuque, IA

* Exceptional experience in administering services in club environment.
* Deep knowledge of beverages.
* Huge knowledge of common cocktails and mix drinks.
* Remarkable ability to maintain well stocked bars.
* Outstanding ability to manage large number of crowds.
* Ability to provide optimal level of customer service
* Ability to provide response to oral and visual cues
* Ability to prepare specialty drinks
* Maintained neat and clean workstation as per health and safety guidelines.
* Coordinated with various bartenders and servers to serve drinks in club.
* Maintained records of all financial transactions.
* Operated POS systems and cash register and ensured correct change from customer.
* Managed various bar equipments and utensils as per guidelines.
* Prepared drinks and cocktails and garnished it with fruits and pips.
* Assisted to resolved all service related issues.
* Prepared all drink as per required portions and recipes.

Bartender/High Volume April 2020- 2021

**1st & Main Club** Dubuque, IA

* High Volume Environment
* 2 level venue, upstairs and downstairs (high velocity)
* Excellent knowledge of in mixing, garnishing and serving drinks
* Computer literacy
* Knowledge of a second language is a plus
* Positive attitude and excellent communication skills
* Take food and drink orders from customers accurately and with a positive attitude.
* Bottle service, WINE SERVICE
* WORK GREAT UNDER PRESSURE
* Team-player & Team work
* Quick menu knowledge and liquor knowledge
* Memorize orders and completely memorize food, along with taking food orders / providing a good customer experience.

Bartender/Server/High Volume April 2017-2020

**Yardarm** Dubuque, IA

* Fast paced environment, high volume night venue
* ake food and drink orders from customers accurately and with a positive attitude.
* Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Engage with customers in a friendly manner.
* Knowledge of the menu, with the ability to make suggestions.
* Ensure tables are enjoying their meals and take action to correct any problems.
* Collect payments from tables.
* Prepare checks that itemize and total meal costs and sales taxes.
* Help food preparation staff when necessary.

Server Aug 2018-2020

**7Hills** Dubuque, IA

* Experience providing excellent customer service in a fast-paced environment.
* A positive attitude and ability work well under pressure with bussers, cooks and other staff.
* Able to perform high-quality work while unsupervised.
* Able to handle money accurately and operate a point-of-sale system.
* High school diploma.
* Ability to work in a fast-paced work environment and deliver orders in a timely manner.

Bartender Sept 2018-Aug 2019

**Vinny Vannucchi** Dubuque, IA

* Provide BOTTLE SERVICE
* FINE DINE- LONG APRONS-HAIR PULLED BACK
* Executed daily menu presentation and shared distinguished knowledge of certified Angus prime beef and other gourmet menu items
* Provided wine presentations and recommendations to a discerning clientele
* Received two awards for consistent positive comment cards for exemplary service provided
* Regularly achieved highest per-night wine sales averages
* Take food and drink orders from customers accurately and with a positive attitude.
* Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Engage with customers in a friendly manner.
* Knowledge of the menu, with the ability to make suggestions.
* Ensure tables are enjoying their meals and take action to correct any problems.
* Collect payments from tables.
* Prepare checks that itemize and total meal costs and sales taxes.
* Help food preparation staff when necessary.

Bartender/High Volume Dec 2017-May 2019

**VENUE** Dubuque, IA

* High volume NightClub
* Excellent knowledge of in mixing, garnishing and serving drinks
* Computer literacy
* Knowledge of a second language is a plus
* Positive attitude and excellent communication skills
* Ability to keep the bar organized, stocked and clean
* Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
* Interact with customers, take orders and serve snacks and drinks
* Assess customers’ needs and preferences and make recommendations
* Mix ingredients to prepare cocktails
* Plan and present bar menu
* Check customers’ identification and confirm it meets legal drinking age
* Restock and replenish bar inventory and supplies
* Stay guest focused and nurture an excellent guest experience

Talent Scout/Telemarketer Aug 2014-Feb 2015

**Press Talent Management** Las Vegas, NV

* + Keep informed of industry trends and deals.
  + Conduct auditions or interviews in order to evaluate potential clients.
  + Obtain 35 to 55 daily leads (fresh talent), Las Vegas residents only, providing full name and phone number to be auditioned and evaluated for modeling/acting etc.
  + The individuals we find as potential models etc., must meet requirements that is given to all talent scouts during the daily meeting.
  + Sell the Dream.
  + Collect fees, commissions, other payments, according to contract terms.
  + Confer with clients to develop strategies for their careers, and to explain actions taken on their behalf.
  + Develop contacts with individuals and organizations, and apply effective strategies and techniques to ensure their clients’ success.
  + Schedule promotional or performance engagements for clients.
  + Record names, addresses, audition times, and reactions of prospects contracted.
  + Answer telephone calls from potential customers who have been solicited through advertisements.
  + Schedule appointments for auditions.
  + Explain Press Talent Management & services, as well as answer all questions from clients.
  + Must complete the Modeling and Acting Classes in order to teach at times and actually connect with the new talent.

Cashier/High Velocity Sales Associate Oct 2013-Feb 2014

**PINK: Victoria Secret** Miami, FL

Retail Sales Associate Oct 2012-Feb 2013

**Urban Outfitters** Miami, FL

Employee Jan 2012-Aug 2013

**ColdStone Creamery** Lacey, WA

**Education**

Partial College Credits: Criminal Justice Jul 2014

**Johnson & Wales University** Miami, FL

High School Diploma Jun 2013

**North Thurston High School** Olympia, WA