

# Chantel Edmond

## EXPERIENCE

### **Dunkin' Donuts**, 5126 Turney Road, Garfield Heights, OH 44125 - *Crew Member*

October 2015 - November 2018

As a crew member I prepared food in the kitchen, I helped assist customers through their ordering process, operated the cash register, ran the drive-thru, cleaned the restaurant, and completed any other tasks that were assigned to me.

### **Big Heart Home Health Care LLC**, 8522 Garfield Blvd., Garfield Heights, OH 44125 - *Office Assistant*

October 2018 - August 2020

As an Office Assistant I handle all incoming & outgoing calls, I manage our filing system along with recording information as needed into the database. I greet all clients and visitors as they enter the building, I update paperwork, maintain documents, and organize the office. I also perform general office duties by running errands, coordinate events, and maintain supply inventory.

### **Aladdin's Eatery**, 6901 Rockside Road, Independence, OH 44131 - *Server/Assistant Manager*

August 2019- October 2020

Server- As a server I interacted with customers directly with enthusiasm, being the face of the restaurant. Having knowledge of the menu inside out from the food to the beverages. Taking orders and properly communicating with the line cooks so food was properly prepared for customers. Handling payments, requiring basic math. Having knowledge of all specials and discounts that were going on in the restaurant and making them known to customers. Delivering food to my tables in a timely manner.

Assistant Manager- As an assistant manager I monitored and provided feedback to employees. I provided leadership as well as direction for all employees. I resolved customer issues to their overall satisfaction in a respectful manner. I managed daily sales reports, as well as conducting employee performance reviews, and implementing strategies. I trained new hires effectively and patiently. I managed inventory, and ensured company policies were being followed, and followed safely.

### **Boiler 65**, 411 Northfield Road, Bedford Heights, OH 44146 - *Server/Bartender*

September 2021-Present

Bartender- As a bartender I provide excellent customer service. I welcome customers inside of the restaurant, as well as make recommendations for first time customers. I inform customers about new beverages and specials. I know the cocktail menu by heart. As a bartender I must select and mix the proper ingredients as well as garnishing the glasses. I multi-task at making multiple drinks at one time and serving food as well. I am responsible for keeping the bar organized and sanitary at all times. I also maintain the alcoholic inventory.

## EDUCATION

### **Garfield Heights High School**, 4900 Turney Road, Garfield Heights, OH 44125 — *General Studies*

August 2013 - May 2017

### **Raphael's School Of Beauty Culture, Inc.**, 34999 Euclid Ave, Willoughby, OH 44094

September 2020-October 2021

Esthetics Program