

Nichole A. Martinez
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Skills Summary

Experience working with Microsoft Office and various proprietary software applications

Good organizational skills with high attention to detail

Ability to work both independently and as a team member

Ability to work effectively and complete tasks in a timely manner

Excellent customer service skills

Ability to establish and maintain effective working relationships

Ability to exercise good professional judgement

Reliable team member, with personal accountability

Ability to be flexible and creative

Ability to accurately gather, report and disseminate information

Professional Experience

My Military and customer service experience to date has prepared me to work within a demanding position with shifting priorities, while maintaining the highest standard and quality of service.

I have successfully worked independently and within a team environment that constantly changes, has tight deadlines, and on-going interruptions. Overall I possess a natural curiosity to continue learning, and strive to maintain the appropriate level of knowledge, skills, and training to perform necessary tasks and functions relating my position.

Education

Academy of Charter Schools - Westminster, CO

High School Diploma, 2010

Basic Military Training - Lackland AFB, San Antonio, TX
Honor Graduate, 2010

US Air Force Technical Training School - Sheppard AFB,
Wichita Falls, TX

Aircrew Flight Equipment Technician, 2010

Work History

Food and Beverage Industry - Lakewood, CO

Hostess, Server, Bartender, Key Hourly Employee, Expo -
November 2011 - Current

Responsible for full knowledge of current menu
choices, specialties

Handle the table bookings, direct customers to their
tables, present menus, suggesting dishes, assisting in
drink selection, informing customers about preparation
details, communicating specific customer needs to cooks

Fulfilling customer needs and providing exceptional
customer service and dining experience

Obtaining revenues, issuing receipts, accepting
payments, returning change to customers

Performing basic cleaning tasks as needed or
directed by supervisor

Filling in for absent staff as needed

Greet all guests and owners warmly

Adhere to grooming and appearance standards consistently

US Air Force Reserves - Peterson AFB, Colorado Springs, CO

Aircrew Flight Equipment Technician, November 2009 - January 2013

Responsible for flight equipment such as helmets, oxygen masks, parachutes, floatation devices, survival kits, night vision goggles, anti-G garments, aircrew eye and protective equipment and other types of AFE

Operate various types of test equipment such as altimeters, oxygen testers, leakage testers, radio testers, and other types of testers to conduct reliability testing of AFE

Perform operator maintenance and service inspections to shop equipment

Instruct aircrews on the purpose, operations, care and use of their aircrew flight equipment and chemical equipment

Ensure aircrew are weapons-qualified and prepared to deploy

C. B. & Potts Restaurant and Brewery - Broomfield, CO

Hostess - November 2009 - May 2010 (part-time)

Responsible for welcoming and seating guests

Responsible for monitoring dining sections of the restaurant for empty and cleaned tables

Ability to properly estimate wait times for guests as well as properly monitor the guest waiting list and ensuring guest needs are met while they are waiting

Answering telephone, booking reservations and accommodating large parties

Professional References

Casey Fulford, General Manager

Phone - 303-278-8232

William Schulthesis, Supervisor

Phone - 719-556-4012

Personal References

Malene Algien

Phone - 303-557-8496

Armando Garca

Phone - 720-234-3311