

Anna Landis

10305 Dover St Apt 1035, Westminster CO 80021
Cell: (708) 674-5341 - Annaslandis1@gmail.com

Summary

Energetic, motivated individual who is highly organized, skilled at multi-tasking and meeting the needs of clients.

Skills

- Training staff
- Fast learning
- Perform well in high-demand, fast-paced environments
- Management
- Excellent verbal communication
- Experience with customer service
- Customer friendly
- Problem resolving

Work Experience

Server

February 2015 to July 2015

Hotcakes Diner — Denver, CO

- Consistently recognized by management for providing superior customer service.
- Resolved guest complaints.
- Accountable for all staff development.

Manager

June 2012 to September 2014

RoccoVino's Italian Restaurant — Orland Park, IL

- Handled guest complaints, maintaining a positive dining experience for all restaurant patrons.
- Created repeat business by developing long-term relationships with regular customers
- Accountable for all staff development and supply orders
- Coordinated and responsible for all guest events
- Nightly bank deposits and key holder
- Responsible for all employee schedules
- Created daily, weekly, and monthly cleaning schedules according to Illinois health code
- Implemented new training structure for new employees

Office Manager

February 2010 to July 2012

Be Well Chiropractic — Frankfort, IL

- Integrated new patient filing system according to HIPPA guidelines
- Organized patient education classes
- Completed all billing and collections

Education and Training

General Education, 2006

Tinley Park High School — Tinley Park, IL, United States

- Challenge Diploma Academic Achievement Award
- Member of Student Council, Band, Basketball, Volleyball and Soccer