

Kelvin Garcia

Denver, CO

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WORK EXPERIENCE

Server

Biltmore Hotel - Miami, FL - August 2011 to July 2014

Responsibilities

Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Worked in high end food and beverage restaurants (Palm D'or and Cascade) and gained extensive customer service experience in a fast-paced and high-pressured environment. Managed closing duties, including restocking items and reconciliation of the cash drawer.

Customer Service/Sales

Greater Miami Convention and Visitors - Miami, FL - June 2010 to July 2011

Responsibilities

Greeted customers and provided all types of temporary services, exhibitor booth sales, technical support, and client registration. Performed client database support, multi-level telemarketing, customer service supervisor for various shows and events at the Miami Beach Convention Center.

Customer Service Coordinator

Lilys Party Rental - Miami, FL - January 2009 to May 2009

Responsibilities

Greeted customers on the phone and provided all types of temporary services, technical support, and client registration. Also, organized events for customers, coordinated all the performers for parties, and handled any complaints dealt with an event

EDUCATION

Business (currently enrolled)

Miami Dade - Miami, FL

2012 to 2015

Associates in Computer IT

Fortis college - Miami, FL

2009 to 2011

High school

Southwest Sr High - Miami, FL

2005 to 2009