

Alloura Cole

Fort Collins, CO 80525

allouracole4_yaf@indeedemail.com

+1 505 410 9928

- Why should you hire me? I have a large variety of hospitality and customer service experience (3-4 years) serving 2years) Bartender- less than 6 months
- Not only am I highly skilled at hosting, serving and Expoing I am loved at my place of work by coworkers, managers and customers for being energetic sweet and hard working.

Authorized to work in the US for any employer

Work Experience

Bartender

CHIPPERS LANES - Fort Collins, CO

July 2021 to Present

Head am bartender and Saturday night bartender

Server/Waiter

The Boot Grill - Loveland, CO

June 2021 to Present

Server

The Boot Grill - Loveland, CO

May 2021 to June 2021

Server

Server, Host, Expo

Twin Peaks - Albuquerque, NM

June 2020 to May 2021

In Albuquerque this bar. has the largest capacity for seating and it is one of our most popular and busiest sports bars/ restaurants.

- I am a full time server, host, and expo

Tech Support

Concentrix - Albuquerque, NM

2019 to 2020

Concentrix Call Center, 6090 Zenith Ct NE, Rio Rancho, NM.

- Technology Support for IOS Devices
- Assisting customers in troubleshooting their devices in regards to anything technological.(phone, tablet, watch, headphones and music pods)
- Dealing with sensitive customers information and using a computer to log notes about their issue and read articles in order to further assist the customers on how to resolve their issue.

Health Insurance Agent

Molina Healthcare - Albuquerque, NM
2019 to 2020

Insight Global(Molina Healthcare) 400 Tijeras ave NW, Downtown Albuquerque, NM.

- Molina Marketplace member services representative
- Assisting members with information in regards to their health insurance benefits. (Copays for office visits, cost of services, changing doctors, ordering ID cards, looking at prior authorization status for drugs and services, claim status, explaining bills and denial reasons and much more.
- Providers and pharmacies also call in regards to similar information.
- I'm trusted with members personal information like social, date of birth, full name and much more.
- I spend my days assisting customers to the best of my ability making sure they are satisfied with the information I give them and resolving their issues.

Server/Host/Expo

Embassy Suites by Hilton - Albuquerque, NM
2018 to 2019

Embassy Suites by Hilton, 1000 Woodward PI NE, Albuquerque, NM.

- Restaurant staff
- All positions require staff to greet every customer and help any customer regardless of need.
- Host- (Greet and seat customers, assign servers to tables, close out all checks and complete server tip report. Duty also includes being responsible with 300\$ and up.)
- Expo- (Responsible with the quality of food, ensuring food is exactly how the customer ordered it and deliver food to tables.)
- Evening complimentary snacks-(Set up comp area. This includes snacks, plates, napkins, silverware, drinks and dish cart. Greet all customers, collect dishes from customers and make sure all snacks are full.)
- Complimentary breakfast-(set up buffet and continue to refill everything and clean everything consistently. Break down whole buffet. This includes cleaning everything, refilling everything and preparing for the next breakfast.)
- Server-(greet tables, collect food and drink orders, collect check, and clean tables.)

Crew

Wendys - Loveland, CO
November 2018 to November 2018

- May 20th

- Opener-(preparing store for first customers of the day)
- Order taker-(greeting customers, taking food order, preparing drinks)
- Front register-(greeting customers, taking food order, preparing drinks and food)
- Sandwich maker-(making all the food for both front and drive through)
- Fry station-(cooking fries, nuggets, tenders, preparing the nuggets, fries and tenders as well as making ice cream)
- Coordinator-(bagging food as well as assisting order taker in handing out food)
- Grill-(In charge of the quality of meat and the amount of meat ready to serve)
- Money Collector-(greeting customers, taking money, making bacon, washing dishes and cooking three types of chicken)
- Closer-(Stocking entire store and cleaning entire store.)

Crew

Wendys - Fort Collins, CO

May 2018 to November 2018

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- Closer-(Stocking entire store and cleaning entire store)

Education

High school diploma

Loveland high school

November 2018 to Present

Skills

- Adaptability- I am eager to learn new positions, as well as mastering them.
- Customer Service- I am known at my current place of work as being friendly with customers, very patient with customers and determined to make sure they have a pleasant experience.
- Multitasking- My job experiences have included doing three to four different positions at one time and multiple positions a week.
- Independence- With jobs sometimes being understaffed, I have to depend on myself to produce excellent and efficient customer service and experience.
- Teamwork-I understand the importance of teamwork. A workplace depends on all employees to work together to produce good service as a whole. I am never above helping other employees when in need to overall help the company I work for and the customers who indulge in our services. This also includes having respect for your co-workers and your management but most importantly our customers.
- On task- I come to my place of work purely to do my job. You will never find me doing something not work related. And you will never have to ask me to do so. Once I have learned my responsibilities in my workplace, you can always depend on me to uphold my responsibilities.
- Organization- I believe the best way to produce good service is to be organized. This includes making sure your work area is clean and prepared to ensure you can provide the services your customers are asking for.
- iOS
- Serving Experience
- Host/Hostess
- Operating Systems
- Technical Support
- Microsoft Windows
- Mac OS

- Help Desk

Certifications and Licenses

ServSafe Alcohol

June 2020 to Present