

# Diana Martel

Commerce City, CO 80022

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Reliable professional with an energetic, can-do attitude; eager to leverage my skills. With 6+ years of supervisory experience and ability to communicate in both English and Spanish I am inclusive of the populations I work with and enjoy helping others.

## Work Experience

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### **Supervisor: Food and Beverage**

Sheraton Suites - Elk Grove Village, IL

January 2021 to Present

- Resolved customer issues empathetically
- Executed supply orders
- Communicated regularly with team and vendors

### **Assistant Manager**

Menards - Long Grove, IL

January 2014 to December 2021

- Handled complaints in a courteous manner
- Acted as product expert and answered questions
- Managed multiple team members
- Regularly met company metrics towards the larger goals

### **Medical Assistant**

Women's Health

January 2011 to December 2013

First

NW Community Health Hospital - Buffalo Grove, IL

January 2010 to December 2010

- Prioritized patient daily care according to procedures
- Worked with diverse populations
- Utilized electronic systems to log patient interactions
- Provided education to family of patients to ensure safety

## Education

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### **General educational development in Medical Assistant**

PIMA Medical Institute - Denver, CO

2009

## **Diploma**

Adams City High School

2007

### Skills

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- Tech Savvy
- Leadership Skills
- Strong Work Ethic
- Bilingual: English and Spanish
- Optimistic
- Authentic
- Restaurant Management
- POS
- Banquet Experience
- Team Management
- Bartending
- Labor Cost Analysis
- Micros POS
- Assistant Manager Experience
- Administrative Experience
- Event Planning
- Supervising Experience
- Recruiting
- Kitchen Management Experience
- Time Management
- Inventory Control
- Catering
- Food Safety
- Microsoft Office
- Upselling
- Guest Services
- Merchandising
- Employee Orientation
- Quality Assurance
- Retail Sales
- Serving Experience
- Events Management

## Languages

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- Spanish - Fluent
- English - Fluent