

ELYAS RUIZ

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Summary:

Trained in organization, the handling of large tasks in small amount of allotted time, and using any resourceful means to complete a task once assigned. Also thoroughly experienced in customer service, and the art of completing a task while still appeasing customers. Can also manage stressful projects working alone or in a group with or without a time constraint.

Skills

- Pool safety
- Pool policies enforcement
- Bussing expertise
- Organizational skills
- Regulatory compliance
- Event coordination
- High-volume dining
- Point of Sale (POS) system operations
- Menu memorization

Experience:

The V Hotel | Palm Springs, CA

Pool Attendant

03/2018 - 08/2020

- Monitored behaviors for safety violations and took steps to prevent further violations.
- Kept equipment in good working order with frequent inspections and minor repairs.
- Contacted emergency personnel and provided aid while waiting for further assistance.
- Maintained neat and clean pool area and clean water at all times.

The V Hotel | Palm Springs, CA

Dishwasher

03/2018 - 08/2020

- Washed work area tables, walls, refrigerator equipment, cooking equipment and floors to keep sanitized kitchen.
- Kept dishware, glasses and utensils ready for all customer needs by quickly scraping, washing and restacking items.
- Washed pots, pans and trays by hand and using industrial washing machine.
- Maintained and repaired dishwashing machine to keep dishes clean and kitchen running smoothly.
- Restocked main kitchen areas with items from shelves, coolers and freezers to help food preparation staff stay focused on customer orders.
- Scraped and pre-rinsed food from dirty dishes and placed items in dishwashing machine.

Bernie's Supper Club & Lounge | Rancho Mirage, CA

Restaurant Busser

01/2019 - 05/2020

- Applied proactive and resourceful nature to create pleasant guest experiences.
- Greeted guests with friendliness and professionalism.
- Monitored customer movements and quickly cleared empty tables for future customers.
- Proactively assessed customer needs and provided beverage refills, condiments and other services.
- Supported serving staff in delivering accurate and well-presented food orders.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Offered product samples, answered questions and suggested products.
- Improved customer satisfaction by finding creative solutions to problems.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Follett | Palm Desert, CA

Cashier

01/2019 - 05/2019

- Helped customers find specific products, answered questions and offered advice.
- Processed returned items in accordance with store policy.
- Read weekly sales inserts and monitored price changes.
- Assisted with purchases, locating items and signing up for rewards programs.
- Learned roles of other departments to provide coverage and keep store operational.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.

Subway | Greeley, CO

Cashier

09/2018 - 12/2018

- Resolved issues with cash registers, card scanners and printers.
- Trained new employees in cashiering procedures, offering assistance in resolving issues.
- Processed customer payments quickly and returned exact change and receipts.
- Drove sales and add-on purchases by promoting specific item options to customers.
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Learned roles of other departments to provide coverage and keep store operational.

Education and Training

Xavier College Preparatory | Palm Desert

High School Diploma