

Joseph Michael

1864 MALLARD DRIVE
SUPERIOR, COLORADO , UNITED STATES
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Professional Experience

PET PURITY, BOCA RATON, FLORIDA UNITED STATES

Customer Service Representative, Jun 2008 – Nov 2010

- Confer with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.

OLIVE GARDEN, BOCA RATON, FLORIDA UNITED STATES

Bartender, Jan 2011 – Aug 2011

- Supervise the work of bar staff and other bartenders.
- Arrange bottles and glasses to make attractive displays.
- Clean bars, work areas, and tables.
- Serve wine, and bottled or draft beer.
- Take beverage orders from serving staff or directly from patrons.
- Check identification of customers to verify age requirements for purchase of alcohol.

Server, Jan 2011 – Aug 2011

- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Describe and recommend wines to customers.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.

ATLANTIS CARIBBEAN, BOCA RATON, FLORIDA UNITED STATES

Sales Agent , May 2011 – Jun 2012

- Import/Export

SOLIDIFIED SOUNDS ENTERTAINMENT, TUSCALOOSA, ALABAMA UNITED STATES

Booking Agent, Aug 2011 – May 2012

- Schedule promotional or performance engagements for clients.
- Manage business and financial affairs for clients, such as arranging travel and lodging, selling tickets, and directing marketing and advertising activities.
- Develop contacts with individuals and organizations, and apply effective strategies and techniques to ensure their clients' success.

Education

DONNA KLEIN JEWISH ACADEMY, BOCA RATON, FLORIDA UNITED STATES

High School Diploma , June 2011

UNIVERSITY OF ALABAMA, TUSCALOOSA, ALABAMA UNITED STATES
Completed coursework towards Communication Studies, May 2012

- 1st year student

UNIVERSITY OF COLORADO, BOULDER, COLORADO UNITED STATES
Engineering Candidate, May 2015

- Transfer student summer '12

Additional Skills

- National team swimmer - Guatemala
- Diligent, motivated, and very a quick learner.
- Charming, friendly, and an unmistakable work ethic.