

KRISTINA J. TONN
7653 Homestead Court South
Cottage Grove, MN 55016
Cell - 763-312-9576

CAREER OBJECTIVE:

Being a people person and highly motivated, I am seeking to use my excellent customer services skills to your mutual benefit in a customer-focused profession.

SUMMARY OF QUALIFICATIONS:

- ~ Get along well with others
- ~ Can handle multiple tasks
- ~ Motivated, self-starter
- ~ Flexible
- ~ Excellent problem solver
- ~ Attentive to details
- ~ Work well under pressure
- ~ Dependable
- ~ Diligent worker
- ~ Willing to learn new things
- ~ Enjoy a challenge
- ~ Good organizational skills

SKILLS & EXPERIENCE:

Waitress

- ~ Served meals to patrons according to establishment rules of etiquette, working in a formal setting
- ~ Maintained balance and moved easily through obstructed areas while carrying loaded trays
- ~ Proficient in processing orders, while coordinating specials order to Chef in a timely manner
- ~ Maintained high standards of cleanliness, following all public health regulations
- ~ Remained poised and tactful when dealing with dissatisfied guests
- ~ Extended excellent customer service in taking both food and beverage orders
- ~ Presented menus to patrons, suggesting dinner courses while answering questions regarding preparation

Customer Service

- ~ Answered questions and advised customers in the selection of merchandise
- ~ Received, opened and unpacked cartons or crates of merchandise
- ~ Maintained a clean and orderly checkout area and completed other general cleaning duties
- ~ Stocked shelves, racks, bins and tables with merchandise
- ~ Greeted customers in a friendly manner, answering questions and addressing concerns
- ~ Assisted with Inventory or examined merchandise to identify items to be ordered or replenished
- ~ Effectively worked independently or as a team player, providing exceptional customer service

EMPLOYMENT HISTORY:

Lead Assistant - MINNCOR
Waitress - Buffalo Wild Wings
Customer Service - Sam's Club
Package Handler - United Postal Service
Shipping/Receiving - Americraft Carton

Shakopee, Minnesota - 2 years
Bloomington, Minnesota
Bloomington, Minnesota
Eagan, Minnesota - 5 years
Saint Paul, Minnesota - 1 1/2 year.

EDUCATIONAL ACHIEVEMENTS:

Dakota County Technical College
Saint Paul Technical College

Rosemount, Minnesota
Saint Paul, Minnesota

COMMUNITY INVOLVEMENT:

Salvation Army Volunteer
Majestic Hills Ranch Volunteer
Dress for Success

North Mpls and Roseville, Minnesota
Shakopee, Minnesota
Saint Paul, Minnesota