

Alana Wroblewski

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Energetic and creative team-player with experience in gourmet food production/ retail and a multifaceted background in design. Delivers immaculate customer service, with a knack for problem-solving and an eye for detail. Seeking an active and engaging role with room for advancement.

Supervisor, Culinary Front of House

March 2011 – August 2012

Alfalfa's Market, Boulder, CO

A leadership role in a fast-paced Natural Foods Retail environment. Half gourmet salads counter, half upscale hot-foods prep and service, my team worked in an open-view fishbowl environment to provide fast, fresh, delicious food to a wide and often particular customer base. I was hired for a ground-floor counter position prior to the opening of the store in 2011, and was promoted to Supervisor in February 2012.

- **Assigned** tasks to team members in order to effectively channel workflow over the course of a shift
- **Maintained** a wide and working knowledge of all six F.O.H. stations, including ingredients, methodology, allergy information, and PLU numbers for products
- **Upheld** high standards of customer service during high-volume "rush" hours
- **Skillfully** produced menu items such as sandwiches, burgers, and woodfired pizzas, as well as off-menu items by request

- **Consistently** and effectively trained new employees to handle multiple stations, often with no prior experience
- **Maintained** cleanliness and organization, recorded temperatures and daily product shrink, and promptly reported any issues to appropriate superiors
- **Developed** friendly, first-name relationships with returning customers and regularly encouraged team to do the same
- **Reliably** arrived early in order to take situational stock and best prepare for the coming shift

Counter Clerk, Deli

May 2009 – August 2009

King Soopers, Boulder CO

An entry-level summer job – this was my first retail position, and laid the ground floor for later employment with Alfalfa's. The role set me up with a firm grasp of food-handling skills, as well as some insight into corporate retail structure.

- **Delivered** knowledgeable customer service with a smile
- **Safely** and efficiently handled slicers, knives, and rotisserie equipment
- **Created** aesthetic displays of prepared foods for the chef's case

- **Maintained** station organization and cleanliness at all times
- **Assisted** chefs in the preparation of salads, soups, and entrees.
- **Consistently** offered assistance beyond regular assigned tasks once completed

Tournament Judge

2008 – Present

National Forensics League, Colorado

From October to May, high schools across Colorado host and compete in Public Speech and Debate tournaments. Having been a competitor myself, I enjoy volunteering my time to help encourage students to grasp and utilize the incredible tools at their verbal disposal. Being a judge requires patience, presence, attention to detail, a working knowledge of present rules and regulations, and unbiased decision-making.

Resident Assistant

November 2008 – October 2009

CSU–Pueblo Residence and Housing , Pueblo CO

This is a role that began as a Front Desk position in the residence halls during my freshman year. I interviewed for the Resident Assistant position in April 2009. We provided personal counseling, fostered a number of team-building and educational programs every month, and hosted social and recreational activities on a weekly basis. I managed a first-floor, all-freshman hall.

Publicity Director

September 2006 – May 2008

Dionysus Theatre Company, Lafayette CO

Under tutelage of our director, I took on this position in a small, student-run, non-profit theatre company. I recruited a team of about a dozen other students per production, and trained them to sell advertisement space in our printed programs to local businesses and personal advertisers. I was responsible for collecting, formatting, placing, and printing these ads, as well as designing and producing fliers, posters, pamphlets, and programs. I maintained our database of patrons and donors, scheduled show previews for middle schools and senior centers, and personally plastered most of Boulder Valley with posters. I trained two protégés. My team raised a surplus of funding that carried over well after my departure. I clocked over a hundred hours of volunteer-based service per given schoolyear, and graduated with Thespian Honors therein.

This role is the basis of all of my customer service and leadership skills.

Skillset:

- Delivers exceptional customer service
- Provides strong, flexible leadership
- Excellent verbal and written communication
- Skilled upseller
- Capable prep/line cook
- Skilled pizza chef
- Serve-Safe certified (2011)
- Able to lift up to 80 lbs
- Calm and quick under pressure
- Detail- and presentation-oriented
- Offers creative long-term solutions
- Multi-media artist and craftsman
- Very able calligrapher, creates aesthetic fontwork for handwritten signage/chalkboards
- Proficient in Windows, Office Suite, Adobe Photoshop and InDesign, Internet usage, 60 WPM
- Skilled in public speech and debate
- Valid CO driver's license

Education:

Centaurus High School, Lafayette, CO

Class of 2008

Awarded: "Best Thespian"; "Outstanding Artist"; Runner-up in Original Orator, Colorado State Speech / Debate tournament 2008; Forensics (speech and debate) honors; Thespian (theatre) honors

Colorado State University – Pueblo, Pueblo, CO

Attended: 2008 – 2009, presently on hiatus

Fine Arts Major, emphasis in 2D and 3D Illustration

Psychology Minor, emphasis in Art Therapy

References:

Dustin Fischer – Alfalfa's Market

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