

Rachel Byrne

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Compassionate learner with 7 years of customer service experience, and excellent verbal and written communication skills. Thrives as a leader in team settings with an organized focus towards career- related goals. Utilizes good work ethic, passion, and the ability to adapt to succeed in multiple work environments.

Education

May 2019

- Bachelor of Science in Communication, East Carolina University
 - 3.7 GPA
 - Dean's List, Fall 2017 and Spring 2018
 - Honor's Roll, Fall 2018

Experience

- Waitress, Daniel's Casual Fine Dining May 2016-Present
 - Provide excellent customer service by communicating with parties of all sizes, coworkers, management, and kitchen staff to remain up-to-date with restaurant knowledge while remaining warm and friendly to customers and upselling additional items.
 - Develop staff by training new employees on duties, menu knowledge, and expectations of staff to ensure top quality service, sales, and values.
 - Multitask and prioritize tasks such as greeting customers, taking accurate food and beverage orders, using a Point Of Sales system to enter orders, delivering food and beverages, accommodating special requests, and processing and returning payments.
- International Travel, Costa Rica (2014, 2016) & Italy (2015)
 - Learned how to communicate, be flexible, and adapt in another culture despite language barriers and different cultural backgrounds.
 - Adapted quickly to navigating new cities while handling all stress, obstacles, and difficult situations that arose.
 - Developed an appreciation of cultures, diversity, and understanding international matters and issues.
 - Fine-tuned organization and time management skills while planning trips, travel, boarding, sightseeing/attractions, and navigating metro and bus stations.

Skills

Teamwork

Intercultural Communication

Leadership

Adaptability

Public Speaking

Problem Solving

Organization

Microsoft Office

Conversational Spanish