

# Denis Ivanov

1869 Cacarto street, Coral Gables, FL 33146 • (786) 719-\*\*\*\* • [info.doubleblog@gmail.com](mailto:info.doubleblog@gmail.com)

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## Personal summary

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A hospitable, presentable and hard working team player. Always focused on making sure that every guest is served to the highest possible standards by having an outgoing, polite and professional attitude towards all patrons. Constantly working hard to ensure that guest expectations are met and that their time being served is a memorable experience. Now I'm ready for new challenges, and am now seeking a suitable position with a reputable and exciting company.

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## Skill

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- Service Orientation
- Social Perceptiveness
- Flexibility
- Coordination
- Stamina
- Multi-tasking

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## Work history

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**Server**, 8/2014 to 11/2015

**Eurasia restaurant** - Minsk, Republic of Belarus

- welcoming guests
- demonstrating menu knowledge
- answering questions
- up selling specialty items
- describing dishes
- taking orders
- handling complaints
- ensuring guest satisfaction

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## Education

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**Bachelor of economics**: Management, 2016 (stopped due to moving to USA)

Belarus State Economic University

**High school diploma** – Druzhnyj, Republic of Belarus

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## Key accomplishments

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- Attained 100% client satisfaction feedback through demonstration of high class food service protocols
- Achieved “Employee of the Month” award for five consecutive months following superior customer service performance and customer feedback