BRENDA VILLEGAS

4506 Northmont Dr. Il 60586|(773)209-7343| bjvillegas41@gmail.com

Professional summary:

Top producing sales professional and expert in customer service industry. Dynamic communicator who consistently exceeds goals and company expectations. Highly ambitious with a background in sales, marketing and advertising. Expertise in market analysis, forecasting and client needs assessments.

Project management

Self-motivated

Strong verbal communication

Conflict resolution

Powerful negotiator

Extremely organized

Team leadership

Risk management processes and analysis

Proficient in: Microsoft word, Excel, PowerPoint, Delphi, Aloha and Seat Me/Open Table.

Sweetwater Tavern and Grille: 225 Michigan Ave, Chicago, IL 60601(12/2019- Present) **Red Shirt Program**

**Host:**

* Communication, have a clear and friendly communication with guests. Be able to listen for any special accommodations and always be a great first impression.
* Have a high and positive energy throughout the shift
* Be able to multitask- taking phone reservations, manage wait time and restaurant flow. While providing excellent customer service.

**Server**

* Have attention to detail, ability to multitask.
* Basic math.
* Clear verbal communication.
* Conflict resolution.
* Customer service experience.
* Use of point-of-sale systems.
* Positive attitude.

Maggiano’s Little Italy: 516 N. Clark St. (02/2018-11/2019) **Banquet Sales Assistant Manager**

* Handled Guest’s payment information and kept up to date with deposits.
* Order supplies (office, Menu paper, etc.)
* Assist all banquet sales managers with guests, bookings, menus, tasting reservations and walkthroughs.
* Explained to guests about different menu options and packages that best suits them for catering.
* Provided friendly and attentive service.
* Ran carryout department with staff of 15 or more
* Put event and catering contracts together for clients.

PLS Checks Cashers: 10/2016-02/2018 **Assistant Store Manager**

* Directing the activities of all employees during his/her **shift**. Ensuring exceptional customer service, maintaining company standards of quality and other duties as assigned. Execute **check cashing** approval level not to exceed authorized limit. ... Resolve and document customer complaints.

DESTIHL Restaurant and Brew Works: 02/2014-10/2016 **Hospitality Manager**

* Consistently provided professional, friendly and engaging service.
* Skillfully promoted items on beverage lists and restaurant specials.
* Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
* Displayed enthusiasm and knowledge about the restaurant's menu and products.
* Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff

Forever 21 03/2009-08/2014 **Visual Merchandising Manager**

* Answered customer questions regarding store merchandise, department information and pricing.
* Organized store merchandise racks by size, style and color.
* Led merchandise selection, pricing, planning and marketing.
* Ran markdown reports, managed store replenishment and analyzed buying reports.
* Created visual marketing and styled window displays.
* Assembled promotional displays, including quarter and full-size point of purchase displays.
* Anticipated consumer buying patterns to create a purchase and inventory plan.
* Set and recommended mark-up rates, mark-down rates and selling prices for merchandise.
* Supplied daily support to the buyer and assistant buyer.
* Organized on-site training to educate management and sales staff on benefits and care of product lines.
* Planned and coordinated the availability of products for advertising and promotion purposes.
* Removed damaged, out-of-code, not-in-set and discontinued items from displays.
* Educated employees on new merchandise during seasonal workshops.

Education

Richard J. Daley College 08/2010 – 05/2013

Chicago, Il

Parkland College 01/2015

Champaign, Il

REFERENCES:

Katherine Martinez: (312)483-6272 (Manager)

Carlos Oliva: (773) 877-9513 (FOH Manager)

Nicole Bognar: (715) 642-1093 [Nicolebognar@gmail.com](mailto:Nicolebognar@gmail.com) (Banquet Sales Manager)

Christopher Janczak: (773)339-0671(Banquet Sales Manager)

Tomaz Freeman: (312)203-2645 (Co-worker)