10723 Captain Hook Circle
Thonotosassa, FL 33592
(656) 262-7505
natashamartinez6@gmail.com

Natasha Martinez

SKILLS

Bilingual hospitality professional with over 10 years of experience in upscale restaurants, high-volume clubs, lounges, and fast-paced dining environments. Fluent in English and Spanish with exceptional communication skills and the ability to provide personalized service to a diverse clientele. Experienced in fine dining, cocktail service, VIP guest relations, high-volume bartending, and elevated customer experiences. Skilled in menu knowledge, wine and spirit recommendations, suggestive selling, POS systems, cash handling, and maintaining service standards in demanding environments. Known for professionalism, strong attention to detail, multitasking abilities, and the ability to remain efficient and composed during peak service while delivering outstanding guest satisfaction.

EXPERIENCE

Room 1701, Tampa, FL — *Bartender/Server*

June 2021 - PRESENT

- Delivered exceptional customer service in a fast-paced, high-volume restaurant and bar environment.
- Prepared and served cocktails, beer, wine, and specialty beverages while ensuring accuracy and quality.
- Managed large sections and bar guests simultaneously while maintaining efficient, attentive service.
- Demonstrated extensive knowledge of Caribbean-inspired food, cocktails, rum selections, and daily specials to enhance the guest experience.
- Recommended menu items and beverage pairings, consistently increasing food and beverage sales through upselling.
- Accurately entered orders, processed payments, and balanced cash and credit transactions using POS systems.

Novecento, Aventura, FL — *Bartender/Server*

Jan 2018 - Sept 2020

- Delivered exceptional fine dining service in a fast-paced, high-volume Argentine and South American restaurant.
- Guided guests through an extensive menu featuring premium steaks, seafood, handcrafted cocktails, wines, and specialty dishes.
- Recommended wine, cocktails, appetizers, and desserts to increase guest satisfaction and maximize sales.
- Managed a large section while maintaining prompt, attentive service during lunch, dinner, brunch, and happy hour.

- Coordinated with bartenders, kitchen staff, and food runners to ensure timely, accurate food and beverage delivery.

The Citadel , Miami, FL — *Bartender*

March 2018 - Sept 2020

- Prepared and served handcrafted cocktails, beer, wine, and specialty beverages in a fast-paced, high-volume food hall environment.
- Delivered exceptional customer service while efficiently managing a busy bar and maintaining a welcoming atmosphere.
- Demonstrated extensive knowledge of spirits, craft cocktails, beer, and wine to make recommendations based on guest preferences.
- Managed multiple drink orders simultaneously while maintaining speed, consistency, and accuracy during peak service.

Novecento, Aventura, FL — *Bartender/Server*

Jan 2018 - Sept 2020

- Delivered exceptional fine dining service in a fast-paced, high-volume Argentine and South American restaurant.
- Guided guests through an extensive menu featuring premium steaks, seafood, handcrafted cocktails, wines, and specialty dishes.
- Recommended wine, cocktails, appetizers, and desserts to increase guest satisfaction and maximize sales.
- Managed a large section while maintaining prompt, attentive service during lunch, dinner, brunch, and happy hour.
- Coordinated with bartenders, kitchen staff, and food runners to ensure timely, accurate food and beverage delivery.

EDUCATION

HCC, Brandon, FL — *Associate in Science (A.S.)*

Aug 2022 - May 2024

CERTIFICATIONS

CPR Certified