Carolina I. Arnaud
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Education

Florida State University Tallahassee, Florida
Bachelor of Science Fall 2018 - Spring 2022
Major: International Affairs
Concentration: Sociology

Work Experience

Killearn Country Club Tallahassee, Florida
Customer Attendant/Bartender Nov. 2021 - Current

- Accountable for opening and closing of facility including floor set up and food preparation.
- Organized and served charity and tournament events. Performed full-service duties during peak season times while controlling a pool service and To Go section.
- Established long-term relationships with private and corporate customers to increase profit-generation of operation by 20%.
- Coordinated diverse tasks to ensure all order completion to 100% customer satisfaction.

Coosh's Bayou Rouge Tallahassee, Florida
Bartender July 2021 - November 2021

- Managed the opening and closing of restaurant including all inventory operations and pour tests, as required by management before each shift.
- Organized and served large events such as football games, sorority events, and karaoke nights.
- Performed server and bartending duties during every home football game consisting of 12-18 hour shifts while managing door entry for reserved sections.
- Collaborated with manager in developing marketing and advertising strategies including photo journaling via Instagram.
- Facilitated customer communication to ensure 100% customer satisfaction while coordinating transactions using POS system.

Tin Lizzy's Cantina Tallahassee, Florida
Shift Supervisor/Customer Attendant October 2020 - June 2021

- Promoted to Shift Supervisor after three months.
- Managed all opening delivery shifts, which consists of supervising and facilitating food preparation and liquor order deliveries.
- Coordinated effective and continuous communication with corporate, creating and submitting daily sales reports and event planning.
- Organized and scheduled deliveries for all catering orders
- Systematized and performed all customer service duties for special events

- Developed and executed marketing and advertising strategies for special events increasing customer attendance by 30% . (Worked along with ZUPP for student discount)
- Planned themed nights for Greek life fundraising events, organized reservations and scheduling for all special events.
- Performed consistently through COVID re-opening and all major holidays, while supervising the implementation of mask mandates and COVID regulations.

Skills/ Other Recognition

- Strong interpersonal, communication, and leadership skills which have ensured 100 % customer satisfaction at work.
- Maintained relationships with the directors of the Florida State University Alumni Program, which allowed me to grow in marketing and advertising skills for Florida State University.
- Fluent in German
- Proficient across all Microsoft applications