Alastor Barrabes

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Education

Some College (No Degree): 08/2023 to 05/2024
Calvin University - Grand Rapids, MI

- Calvin Dining Services Scholarship Recipient

Skills

- Customer Service
- Team Collaboration
- Multitasking proficiency
- Effective Time Management

Work History

Host, 06/2024 to 08/2024
Berries in the Grove – Miami, FL

- Handled high-pressure situations with composure, effectively managing large parties or unexpected events during busy shifts.
- Answered customer questions about hours, seating, and menu information.
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.

Customer Service Representative, 06/2024 to 08/2024
Milam's Market – Miami, FL

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.

Catering Team Leader, 09/2023 to 05/2024
Creative Dining Services – Grand Rapids, MI

- Ensured compliance with health and safety regulations, maintaining a clean and safe working environment for all staff members.
- Trained new staff members on company policies and procedures, leading to a well-informed team

capable of handling any situation.

- Streamlined event planning processes for increased efficiency and a smoother experience for clients.

Languages

English

Native or Bilingual

Spanish

Native or Bilingual