510 N Rome Ave
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(631) 605-9495
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Delani Budd

SKILLS

Committed and hardworking with experience in the customer service industry. Excels in cultivating and maintaining positive and productive relationships with co-workers and members of a team. Intrinsically motivated and versatile individual with the talent and experience to multi-task, complete responsibilities in a timely manner and be an integral part of a team. Able to resolve issues and help customers with various needs.

EXPERIENCE

Billie's 1890 Saloon, Port Jefferson, NY - Waitress

May 2024-PRESENT

- Maintained a positive, customer first attitude to exceed weekly sales target and worked collaboratively with bar, wait, and kitchen staff.
- Prepared and served custom alcoholic and non alcoholic beverages for patrons in a timely/accurate manner.
- Excelled in a high stress, high tension, busy atmosphere ensuring that patrons were treated with respect, served in a timely manner and overall happy with their experience.

The Bar Method, Port Jefferson, NY - Front Desk Staff

January 2023 - PRESENT

Customer Service:

- Greet clients as they arrive at the studio and provide a warm welcome and assist clients with check-in procedures, including signing waivers and processing payments.
- Answer phone calls, respond to inquiries, and provide information about class schedules, memberships, and studio policies.
- Address client concerns or issues in a professional and timely manner, ensuring a positive experience for all.

- Provide support to instructors and other staff members as needed, contributing to the overall smooth operation of the studio.

Lulu’s Lobster And Wing Shack - Server

2020-December 2023

● Memorize menu and daily specials with the ability to communicate to patrons.

● Possess ability to upsell alcohol, appetizers and desserts. ● Train new staff in understanding procedures/policies POS system and providing excellent customer service

● Ability to multi-task and work in a fast-paced atmosphere while providing excellent customer service

EDUCATION

Newfield High School - High School Diploma

2018-2022

University of Tampa - Health Sciences

2023-Present