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| Sophia Davis | | |
| Summary  Dynamic and results-driven restaurant professional with over 10 years of experience in high-end dining establishments. Expertise in team leadership, customer relations, and operational excellence. Committed to creating memorable experiences for guests while maximizing revenue and minimizing costs.  Work Experience  **Lead Server Jan 2018 – Present**  The Gourmet Bistro San Francisco, CA   * Led a team of 10 servers, improving service efficiency and achieving a 30% increase in customer satisfaction scores. * Implemented new menu items based on guest feedback, resulting in a 25% increase in repeat visits.   **Senior Server Jun 2012 – Dec 2017**  The Elite Dining Room San Francisco, CA   * Developed and maintained strong relationships with regular patrons, enhancing customer loyalty. * Trained new hires on service standards and menu knowledge, reducing onboarding time by 40%.   Education Bachelor of Science: Restaurant Management Jan 2011 *University of California, Berkeley**Berkeley, CA*  certifications   * Certified Sommelier – Court of Master Sommeliers – 2015 | Contact  (555) 654-3210  sophia.davis@example.com  San Francisco, CA 94101  Skills  Leadership  Advanced Customer Service  Menu Development  Budget Management  Event Planning  Staff Training  Sales Strategy  Culinary Knowledge  Conflict Management |