

Melissa Whiting

Mount Pleasant, SC, 29464

(571) 643-5251

Melissa.n.whiting@gmail.com

Driven and enthusiastic professional with over 6 years experience in the service industry. Handles high stress and high volume situations smoothly by resolving situations in the most efficient way. Works well in a team environment and willing to learn any traits not already acquired. Experienced in dealing with night life clientele as well as experience in sales of VIP services and products.

Employment history

Jan 2024 - Present

VIP Manager

Ritual Restaurant And Lounge at Charleston, SC

- Developed strong relationships with high-profile clients for increased loyalty and repeat business.
- Generated weekend sales with pre booked VIP sections and night if VIP sales.
- Managed an expert team of servers and hosts, trained new hires on sales tactics, VIP relations, service standards and end of night closing duties.
- Over saw nightly VIP team and ensured VIP guests had a memorable night with impeccable service in order to produce high sales and repeat customers.
- Enhanced VIP guest satisfaction by providing personalized services and attending to special requests.
- Monitored revenue growth by analyzing sales reports and identifying areas of improvement within the department.

Jul 2019 - Mar 2021

Professional NBA Dancer

Chicago Bulls at Chicago, IL

- Performed intricate and athletic routines as well as sidelines routines at Chicago Bulls home games
- Engaged with fans before, during and after home games
- Represented Chicago Bulls, Luvabulls and the city of Chicago during appearances and community events including charity events
- Used time management to balance weekly practices, games, appearances and multiple fitness jobs

Skills

Customer Service Driven

Time Management

Team Player

High Volume Serving

Upselling and Cross Selling

Leadership and Management Skills

Employment history

Aug 2016 - Jul 2019

VIP Coordinator/VIP Bottle Server

Mynt Charleston

- Managed VIP Services for busy nightclub in Charleston, SC
- Generated leads for VIP table sections through online promotions and in person sales
- Generated high in person sales nightly for remaining open tables at the door and throughout the night
- Set up VIP sections before opening, served customers throughout the night and cleaned up all VIP Sections at closing
- Input all sales into online POS system as well closed out with each section
- Calculated nightly revenue and money owed
- Trained new bottle service employees on procedures and nightly duties

Mar 2015 - Jul 2019

Event Bartender

A Snappy Events at Charleston, SC

- Prepared for events by setting up bar, stocking supplies and arranging tables.
- Poured and prepared mixed drinks at large festivals and events for hundreds of attendees.
- Served drinks in a fast paced environment making sure to keep lines short while maintaining the quality of the product and a positive attitude.
- Broke down the bar at end of shift.

Mar 2015 - Jun 2019

Promo Rep

Tito's Handmade Vodka at Charleston, SC

- Promoted Tito's vodka at local events and establishments
- Encouraged customer and attendee purchases of products through promotional giveaways
- Bartender at Tito's sponsored events; set up bar, served customers in a fast paced environment, as well as cleaned up after each event
- Created event recaps after every shift to be turned in and evaluated
- Collaborate with local vendors to create unique and engaging promotional events that highlight Tito's Handmade Vodka, ultimately increasing brand visibility and product sales in the market.

Education

May 2016 - May 2016

Bachelor of Arts Arts Management

College of Charleston at Charleston, SC

Concentration in the Music Industry

