
CARLOS CESAR

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PROFESSIONAL SUMMARY

Reliable individual proudly offering 12 years of experience fostering repeat customers through consistent, professional service, handling cash sales and managing bar inventory. Eager to learn and face new challenges. Driven leader with strong problem-solving and customer service skills. Dedicated to providing highest level of service to customers and creating pleasant work environment for staff. Knowledgeable in food safety and sanitation protocols. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Pursues every opportunity to support team members and proactively address issues. Detail-oriented team player with strong organizational skills.

SKILLS

- POS systems proficiency
- Health and safety compliance
- Upselling strategies
- Menu development
- Customer Relationship Building
- Verbal and written communication
- Responsible Alcohol Service
- Bar Management
- Event Coordination
- Customer Service
- Attention to Detail
- Multitasking
- Organizational Skills
- Problem-Solving

WORK HISTORY

Bar Assistant Manager, 04/2021 - 03/2024

Pacha Club Ibiza – Ibiza, Spain

- Improved customer satisfaction by providing exceptional service and efficiently addressing guest concerns.
- Sustained proper liquor licensing documentation while adhering to local laws regarding alcohol sales.
- Coordinated private events at the bar, overseeing logistics such as staffing, menu planning, and setup for successful functions.
- Maintained a clean and safe work environment, ensuring compliance with health and safety regulations.
- Supported marketing efforts by collaborating on promotional events to attract new clientele to the

establishment.

- Assisted in recruiting top talent for bartending positions, contributing to a higher-performing team overall.

Server, 02/2018 - 01/2021

Komodo Restaurant – Miami, FL

- Served high customer volumes during special events, nights, and weekends.
- Efficiently opened or closed the bar according to established procedures, ensuring preparedness for each shift.
- Contributed to a positive work environment through effective teamwork and communication with colleagues.
- Maintained a clean and organized workspace, ensuring compliance with health and safety regulations.
- Developed loyal clientele by consistently delivering outstanding service and engaging in friendly conversation.
- Increased customer satisfaction by providing excellent service and crafting high-quality cocktails.

Server, 01/2014 - 01/2018

Soho House Hotel NYC – New York, NY

- Cultivated warm relationships with regular customers.
- Promoted a positive work environment, fostering teamwork through regular communication and recognition of outstanding performances.
- Oversaw daily operations of service team, delegated tasks, and trained new staff.
- Handled table service and other dining room tasks to address shortfalls due to unexpected absences or unusual service volumes.
- Enhanced customer satisfaction by promptly addressing concerns and providing personalized solutions.
- Explained menu items and suggested appropriate options for food allergy concerns.

Banquet Server, 01/2010 - 01/2014

Cipriani Le Specialita NYC – New York, NY

- Managed multiple tasks simultaneously while maintaining composure under pressure in fast-paced banquet environments.
- Served appetizers, delivered entrees, and refilled beverages for banquet guests.
- Maintained clear communication channels between all departments involved in banquets, contributing to successful event outcomes.
- Resolved customer complaints effectively, turning potentially negative experiences into opportunities for improvement.
- Demonstrated exceptional teamwork by collaborating with fellow servers to maintain a smooth flow of service during large-scale events.

