

# Denna Ross

Little River, SC 29566

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Authorized to work in the US for any employer

## Work Experience

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### **Account Manager**

Buddy's Services LLC - Calabash, NC

March 2021 to October 2021

Quickbooks

CRM/Jobber

Invoicing/collecting payments

Customer calls/emails/messages

Customer service

Sales

Estimator

Business Development

### **Front of House Manager**

LuLu's North Myrtle Beach

August 2020 to February 2021

High volume restaurant

Oversees 200+ employees at a time

Serve customers regularly

Check on customers frequently

Scheduling

Sanitizing

Food orders

Payments on POS

Inventory

### **Front of House Supervisor**

Lulu's - North Myrtle Beach, SC

February 2019 to August 2020

High volume restaurant

Oversees 100+ employees at a time

Serve customers regularly

Check on customers frequently

Sanitizing

Food orders

Payments on POS

## **Server**

Lulu's - North Myrtle Beach, SC

June 2018 to February 2019

- Handled a high volume of customers regularly
- Took orders
- Served food
- Checked on customers frequently

## **Merchandiser**

Belk - North Myrtle Beach, SC

August 2017 to July 2018

Merchandising and processing each delivery of product. Helping customers with purchases and direction.

## **Cashier**

Tiger Mart - Little River, SC

January 2015 to February 2017

### Responsibilities

Money handling, cashing out customers, regular maintenance, customer service

### Skills Used

Customer service skills, very friendly, fast learner

## **General Manager/ Bartender**

North Myrtle Beach Bowling Center - North Myrtle Beach, SC

February 2007 to December 2014

### Responsibilities

keeping count of money, food orders, communication with customers, deposits at end of night

### Skills Used

computer skills, handling money on a daily basis, making orders for company

## Education

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### **High school diploma**

## Skills

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- Microsoft (10+ years)
- Bartending (7 years)
- Restaurant Experience (10+ years)
- Serving Experience (10+ years)
- POS (10+ years)
- Shift Management (5 years)
- Restaurant Management (3 years)
- Upselling (10+ years)

- Store Management Experience (7 years)
- Cash Handling (10+ years)
- Inventory Control (5 years)
- Food Safety (10+ years)
- Microsoft Excel (2 years)
- Microsoft Word (5 years)
- Customer service (10+ years)
- Management (7 years)
- Microsoft Office
- CRM Software
- QuickBooks (Less than 1 year)

## Certifications and Licenses

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### **TIPS Certified**

October 2018 to October 2023

### **Food Handler Certification**

October 2020

### **ServSafe Allergy**

October 2020

## Assessments

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### **Call center customer service — Highly Proficient**

December 2019

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

### **Problem solving — Proficient**

September 2019

Analyzing relevant information when solving problems.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.