

# Harolyn Riecken

Bartender

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📍 920 3rd Street, Ames, IA 50010

## Education

### High School Diploma at Iowa City High School, Iowa City, IA

Sep 2017 - May 2021

I've learned how to study and how to manage my time wisely.

## Links

[linkedin.com/in/harolynriecken](https://www.linkedin.com/in/harolynriecken)

## Skills

Mixology

Cocktail Creation

Alcohol Knowledge

Customer Service

People skills

Patience

Time Management

## Languages

English

Russian

## Hobbies

Listening to music

Watching movies

Reading books

## Profile

I have over 1 year of experience as a bartender. I am able to make drinks quickly and efficiently while providing excellent customer service. I have knowledge of a wide range of alcoholic beverages, and I am always willing to learn new drinks.

## Employment History

### Lead Bartender at Applebee's, IA

Jun 2022 - Present

- Led a team of bartenders and servers while maintaining high levels of customer satisfaction.
- Consistently achieved sales goals by upselling customers and promoting special menu items.
- Trained new staff members in proper bar procedures and safety protocols.
- Maintained cleanliness standards in the bar area at all times.
- Handled customer complaints in a professional manner.

### Bartender at Chili's, IA

Sep 2021 - Apr 2022

- Successfully memorized and made over 100 different types of cocktails.
- Maintained cleanliness and organized work area throughout shift.
- Greeted guests upon arrival and provided them with menus.
- Upsold appetizers, drinks, and desserts to increase sales for the restaurant.
- Checked identification of customers to verify they were of legal drinking age.

## Certificates

### Certified Bartending Professional (CBP)

Oct 2020

### Certified Mixology Professional (CMP)

May 2019

## Memberships

National Bartenders Association

American Bartenders Association