

# Lily M [REDACTED]

Miami, FL | [REDACTED]



## Professional Summary

Experienced bartender with a strong background in customer service, sales, and hospitality management. Skilled in time management, multi-tasking, and detail-oriented work. Proficient with POS & ORACLE systems, cash handling, basic bookkeeping, and both written and oral communication. Known for a strong work ethic, eagerness to learn, and the ability to thrive in fast-paced environments.

## Work Experience

### Bartender & Cocktail Waitress (Seasonal)

[REDACTED] – Miami Beach, FL  
February 2020 – March 2025 (Due to shut down)

- Provided excellent service in a fast-paced environment
- Delivered prompt and professional food and beverage service
- Handled cash and credit transactions accurately
- Maintained a clean and organized bar
- Ordered and stocked bar inventory as needed
- Engaged with customers to enhance their experience
- Managed ticket deals and promotional offers
- Book and Schedule Live Entertainment

### First Mate

24/7 Boating LLC. – Miami River, FL

[REDACTED]  
September 2023 – 2025

- Charter Service – FIRST MATE
- Passenger Safety Management (First Aid & CPR Certified for Infants & adults)
- Create & Manage Guest Waivers (Waiver Forever)
- Food and Cocktail Waitress
- Assist Captain in navigation and operations
- Manage inventory of supplies needed for every individual charters
- Conduct thorough checks of safety equipment, maintaining readiness for emergencies
- Marketing: Managed Business and Social platforms Yelp, Instagram, Google, Facebook, along with other network platforms to drive sales and clientele regularly
- Customer Service Directing guests to attractions, Assisting with Directions & Reservations for dining, entertainment and travel to next destination.

## **Front Desk Manager / Bartender & Cocktail Server**

*Comfort Inn & Suites Miami Airport and Days Inn Miami Airport*

*2014 – 2019*

- Greeted and welcomed all hotel guests with a smile
- Reviewed account information and charges with guests during check-out
- Verified that personal and payment information on guest accounts was accurate and complete
- Made and confirmed reservations
- Greeted and registered guests and issued keys
- Prepared daily earnings reports
- Trained new team members
- Worked with online partners on reservations
- Resolved guest issues in a polite and professional manner, going above and beyond for satisfaction
- Served as Cocktail Server & Bartender as needed
- Supervised bar operations and performed opening/closing duties
- Assisted with HR tasks including staff scheduling and new hire training
- Managed inventory, ordering bar & restaurant supplies weekly along with basic bookkeeping
- Proficient in ORACLE, POS systems and managed pricing/promotions
- Ensured compliance with alcohol regulations and responsible service
- Hold Teem Meetings
- MOD Nightly Report (Manager on Duty)

## **EDUCATION**

Yearly Renewal		Infants & adults
2000/2001		Ft Lauderdale Fl
1996/2000		Davie Fl

References available upon request.