

JENNIFER D. LERARIO

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OBJECTIVE: A REWARDING POSITION IN A CUSTOMER SERVICE AND SUPPORT. TO ENHANCE MY EDUCATIONAL AND PROFESSIONAL SKILLS IN A STABLE AND DYNAMIC WORKPLACE

SUMMARY OF QUALIFICATIONS

- Accomplished Sales & Event Planning Professional
- Sales & Vender Negotiations, and not limited to closing aptitude
- Opened New Restaurant from Inception to the Black
- Extensive hands on knowledge and experience in the Restaurant Industry (over 20 years)
- Developed and built independent concierge business from start up to profit generating client base on a part time basis

SUPERVISION

- Exceptional Leadership, Organizational and Problem Resolution Skills.
- Effective Staff Supervisor, establishing standards for personnel performance and customer service
- Scheduling Staff and Assign duties, along with maintaining standard operating procedures and quality control
- Investigate and resolve complaints regarding food quality, quality of service or accommodations maintaining successful resolve creating long term customer retention and relationships
- Able to think fast on my feet, resolving employer challenges with innovative solutions and systems

CUSTOMER SERVICE

- Outgoing and Energetic Individual with Strong Communication, and Interpersonal Skills.
- Sales-driven, dynamic, decisive and result-oriented.
- Passion for Customer Satisfaction and Customer Resolutions resulting in Customer Retention and Repor
- Inspiring in both independent/collaborative work environments and Team Orientated.
- Thrive in deadline-driven environments
- Key Account Management and Business Developer
- Keen Communication and Presentation Skills
- Strong Multi-Tasking and Time Management Abilities
- Composed under Pressure

EDUCATION

ServSafe- Certified

Phillips Hairstyling Institute- Syracuse, NY- Licensed Cosmetologist

Bryant and Stratton Business College, Syracuse, NY - Information Technology

South Eastern Academy of Travel and Tourism, Kissimmee, Florida

ORGANIZATIONS AND AFFILIATIONS

WBOC "Women's Business Organization Connection"- Member 2005-2010

Greater Syracuse Chamber -Member Since 2002

Guiding Eyes for the Blind Supporter Member-Since 2014

Humane Association of Syracuse - Member Since -1999

Helping Hounds Dog Rescue-Volunteer Since 2013

PROFESSIONAL HISTORY

Contractual Administration	Administrative Support	March 2019- Present
Twins Around Town	Owner/Personal Assisting	Sept. 2006-Present
The Reef Restaurant & Bar	General Manager	December 2017-August2018
Riley's Restaurant	Bartender/Server	Sept 2015-December 2017
Egon Ehrlnspiel Jewelers	Inventory Control/Sales and Administration	August 2012-Sept 2015
LeMoyne Manor	Director of Sales and Marketing	Feb. 2005 – August 2012
Center Stage Events	Diverse Events Coordinator/Implementation	August 2003- Feb.2005