



Oliver Martinez

A professional server with over eight years of experience delivering exceptional service in both casual and fine dining establishments. Skilled in menu knowledge, guest satisfaction, and teamwork. Known for exceeding sales goals and maintaining a high level of professionalism in all guest interactions.

CONTACT

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EDUCATION

- **ASSOCIATE OF ARTS IN HOSPITALITY MANAGEMENT I**
UNIVERSITY OF MIAMI, MIAMI, FL | AUGUST 2016

KEY SKILLS

- Upselling techniques
- Guest satisfaction
- Multi-tasking
- Food and beverage knowledge
- Team collaboration

PROFESSIONAL EXPERIENCE

SERVER | THE PALM COURT, MIAMI, FL | APRIL 2019 - PRESENT

- Provided exceptional dining experiences for guests, achieving a 98% satisfaction rating
- Successfully upsold seasonal specials and high-margin items, contributing to a 20% increase in revenue
- Collaborated with kitchen staff to ensure timely and accurate food delivery

SERVER | OCEAN BREEZE CAFE, MIAMI, FL | MAY 2016 - MARCH 2019

- Delivered quality service to over 60 guests per shift, maintaining efficiency during peak hours
- Assisted in managing reservations, ensuring a smooth flow of service for all customers
- Trained new servers on customer service standards and restaurant protocols

CERTIFICATIONS

- ServSafe Food Handler Certification | May 2017