

Tatiana Tilson

Philadelphia, PA 19142

tatianatilson@yahoo.com

(267)918-4731

Seeking a position utilizing my diverse background in sales and customer care in order to maximize profits.

Work Experience

Hostess

Luna Cafe - Philadelphia, PA

March 2018 to Present

- Greeted and seated patrons as they entered the dining area.
- Prepared the bill and accepted payment.
- Managed in-person and telephone inquiries.
- Cleared tables of dirty dishes as they vacated.
- Responded to guest needs and complaints.

Front desk

Optimal Sports - Philadelphia, PA

October 2017 to October 2018

- Maintained a record of all guests and members coming to the gym.
- Handled all incoming calls and answered customer inquiries.
- Handled payments and purchases made by members.
- Monitored office supplies and placed orders when necessary.
- Received letters, packages etc. and distributed them.

Carryout/Cashier

Maggiano's - Washington, DC

November 2016 to May 2017

- Placed food and beverage orders for guests.
- Packed and checked orders for accuracy.
- Collected payments and made sure all aspects of professional food service are met.
- Communicated professionally with guests to determine their needs and helped them with the menu selections.

Front Desk Receptionist

Brinton Woods Rehab - Washington, DC

July 2016 to December 2016

- Retrieved messages from voice mail and forwarded to appropriate personnel.
- Created and printed fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Greeted all residents, associates and visitors with a warm smile and pleasant tone of voice.

- Collected rent checks from residents and family members and provided needed information to bookkeeping for billing.
- Maintained copy and fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.

Front Desk Associate

LA Fitness - Hyattsville, MD

August 2016 to November 2016

- Greeted members, prospective members and guests, providing exceptional customer service.
- Facilitated needed updates to member's accounts.
- Responded to member questions and concerns in a timely and professional manner.
- Served as a tour guide for the facility.
- Built relationships with members to assist in exceeding renewal goals.

Hostess

Driftwood Kitchen - Washington, DC

May 2016 to November 2016

- Greeted guests as they entered and provided them with menus.
- Maintained clean and organized tables and work area.
- Provided guests with menus and answered any initial questions.
- Responded to complaints and helped to resolve them.
- Answered phone calls and booked reservations.

Server

Grand Oaks Assisted Living - Washington, DC

November 2014 to August 2015

- Took food and drink orders.
- Cleaned and maintained dining room.
- Prepared tables and maintain safe and sanitary conditions.
- Knowing the dietary restrictions of each resident.
- Routinely carried heavy loads of dishes to the kitchen

Education

Bachelor's in Science

Howard University - Washington, DC

2010 to 2017

High school

Parkway Northwest - Philadelphia, PA

September 2006 to June 2010