

# SOPHIE DRYDEN

(469) 307-7007 | SLDRYDEN@ME.COM | FRISCO, TX

## EDUCATION

May 2024

**Bachelor of Fine Arts in  
Theatre Performance  
(Musical Theatre)**

Baylor University | Waco, TX

Business Entrepreneurship  
Minor

Dean's List: 2021, 2022, 2023,  
2024, Presidential Scholarship  
recipient, magna cum laude  
graduate, Delta Delta Delta  
member, Study Abroad: Paris,  
Amsterdam Copenhagen,  
London, Stratford (hosted by  
Theatre program)

## SKILLS & ABILITIES

- Exceptional customer service
- POS systems and cash handling
- Excellent memorization skills
- Multitasking, organization, and attention-to-detail
- Microsoft Word and PowerPoint
- Google Drive, Docs, and Slides
- Public speaking and Performance skills
- Problem-solving
- Food Handler's Certification
- TABC License

## EXPERIENCE

**Walt Disney World Resort - Food and Beverage Cast Member**

Orlando, FL

09/2024 – 01/2025

Provided exceptional service to a high volume of guests daily, maintaining a polite and professional demeanor. Served food and beverages to guests and immediately remedied issues with orders. Followed proper sanitation standards when handling food and beverage items. Maintained accuracy while handling payments, giving change and printing receipts for customers.

**Summer Moon Coffee - Barista**

Frisco, TX

07/2024 – 08/2024

Maintained a clean work environments. Managed the morning and midday rush of customers daily, with efficient and exceptional customer service. Assisted customers with menu selection, offering recommendations based on personal preferences and dietary restrictions. Operated cash registers to process customer payments. Prepared and served a variety of hot and cold coffee drinks, adhering to specific recipes and presentation standards.

**Yellow House Salon and Boutique - Receptionist**

Allen, TX

07/2024 – 08/2024

Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance. Confirmed appointments and communicated with clients via phone or text. Swept floors and helped with cleaning towels. Provided drinks as needed to customers.

**Market Street Taphouse Sixteen – Bartender**

Frisco, TX

06/2023 – 08/2023

Oversaw restocking freezers, fridges, and pantry. Prepared and served wine, draft beer, and bottled beer to patrons by following standard recipes and procedures, in compliance with all relevant laws. Operated cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions. Supervised cleanliness of guest service areas. Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.

## SUMMARY

Skilled in exceptional customer service and proficient with POS systems, I have a proven track record of enhancing customer satisfaction and streamlining operations at notable employers such as Walt Disney World Resort. Expertise includes multitasking and problem-solving, ensuring high-quality service in a fast-paced environment