

# Wiktoria Szczerba

## EXPERIENCE

### **Coopers Hawk Winery & Restaurants , Burr Ridge- Food and Beverage Server**

May 2023–Present

- Providing guests with excellent customer service
- Working in a high-volume environment whilst multi-tasking
- Having a vast amount of knowledge of wines
- Selling memberships to every prosper who walks in the restaurant
- Earning the knowledge of sales and learning pitches per demographic.
- Keeping track of memberships, and looking for any upgrades possible

### **Olive Garden Italian Restaurant, Bolingbrook- Food and Beverage Server**

May 2022– May 2023

- Provided guests with excellent customer service
- Accurately managed cash and credit transactions
- Memorized over 100 menu items with ability to upsell appetizers and entrees as well as answer questions guest may have
- Worked in a high-volume environment while multi-tasking
- Being very attentive with guests as individuals would be in need of refills and/or their bill.
- Keeping a professional attitude with every customer in every situation

### **Gracie Barra, New Lenox — Program Director**

APRIL 2021 - DECEMBER 2021

- Managed POS System
- Managed Social Media Accounts making daily posts as well as keeping engagements up.
- Selling memberships to individuals

## SKILLS

Multitasking  
Passionate  
Creativity  
People-orientated  
Work orientated  
Organization  
Ability to work in a team

## AWARDS

Business Core  
Certificate-Received with my Associates degree, I've completed all the classes to receive my certificate of knowledge in the business world.

DECA State Champion-10th place in the International Business Category

DECA Sectionals- 4th place in the sales and merchandising teams category

## LANGUAGES

Intermediate in Polish  
Proficient in English

### **Walgreens, Romeoville — *Designated Hitter***

AUGUST 2019 - OCTOBER 2020

- Managed POS System
- Greeting customers as they are coming in
- Helping customers as needed
- Filling prescriptions for patients
- Enrolling customers in the rewards program

### **Portillo's, Shorewood — *Cashier***

AUGUST 2018 - SEPTEMBER 2019

- Managed POS system
- Organized and maintained a clean environment for coworkers and guests
- proficient memorization of all menu items with ability to answer questions and recommend substitutions

## **EDUCATION**

### **Romeoville High School, Romeoville— *Diploma***

GRADUATED MAY 2020

- Member of DECA 2018-2020
- Member of Student Council 2018-2020
- Volleyball member 2016-2017

### **Joliet Junior College, Joliet – *Associates in Science of Arts in Business***

AUGUST 2020 - MAY 2020

### **Northern Illinois University, Dekalb – *Bachelors of Science in Marketing***

August 2023- Present