JOHN TAUROZZI

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**PROFESSIONAL SUMMARY**

Looking to secure a part-time or full-time position in a entry-level business capacity that can utilize my experience in the hospitality industry. Seeking a company that will allow me an opportunity to advance within my specific discipline and in various related fields.

With over 13 years of professional bartending, serving and management experience I exemplify leadership   
qualities and professionalism. I am a demonstrated achiever with exceptional attention to detail.

I have strong multi-tasking skills, with an instinct to stay organized and prioritize duties. I also have extensive   
computer training, including knowledge of multiple packages (MS Office Suite, QuickBooks, Minitab, Prezi,   
Windows OS, Mac OS).

**SKILLS**

l Customer-oriented l QuickBooks  
l High level of accuracy l Strong communication skills  
l Strong interpersonal skills l MS Office Suite  
l Sales professional

**WORK HISTORY**

**Head Trainer/Waiter** 5/2000 to Present

Various Establishments

* Trained and directed new hires during department orientations.
* Led and educated team on customer relationship management techniques.
* Collaborated with management to eliminate procedural errors and minimize loss.
* Guided training course for new team members increasing profitability.
* Utilized wine knowledge for food pairing and upselling opportunities.
* Increased company revenue by 80% over a 18-month period by selling various banquet packages.

**Research & Adjustments Clerk** 6/1998 to 6/2000

Wilmington Trust Bank – Wilmington, DE

* Utilized microfilm and microfiche photography machines to facilitate copies of checks and deposit slips per request of other financial institutions and bank customers.
* Efficiently worked with several departments and various bank officers in solving discrepancies in proof & transit operations to ensure proper adjustments.
* Prepared documentation daily on the status of projects and assignments.

**Customer Service Representative** 3/1996 to 5/1998  
First USA Bank – Wilmington, DE

* Answered incoming calls from customers regarding account balances, payment information, and other general questions.
* Processed balance transfers, credit line increases, and credit line approval via telephone, email, and traditional mail correspondence.
* Problem-solving skills frequently used in a fast-paced work environment.

**EDUCATION**

Northeastern Illinois University - Chicago, IL Expected Graduation 05/2015  
Bachelor of Science: Finance

l Top 5 % of class - 3.86 GPA l Alpha Chi National Honor Society member  
l Coursework in Finance and Accounting l Coursework in Business Management