

Christie Hansen

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OBJECTIVE

- To create opportunity and promote personal growth in a career that allows me to utilize my communication skills and customer service background to achieve maximum margin and profit for the company.

EDUCATION

- Associate of Arts, Mesa Community College--Communication, 2000
- Bachelor of Arts, Arizona State University--Interpersonal and Intercultural Communication, 2002

EMPLOYMENT

Jan 2009-present Resort/Key Account Manager, RNDC/Young's Market Co.

- Provide impeccable knowledge, training, and assistance to accounts in my territory in regards to wine, liquor, beer and all non-alcoholic products we represent.
- Responsible for all orders pertaining to accounts and programs established in each account.
- Introduce and establish wines to customers and their wine lists.
- Incorporate company liquor products onto current drink menus.
- Prepare wine dinner paraphernalia and assist with wine and food pairings.
- Create marketing material for use by myself and team members to help promote and provide knowledge of products.

June 2005- Mar 2009 Server/Trainer, Mastro's City Hall Steakhouse

- Provide exceptional service to exceed guest expectations and create memorable dining experiences.
- Be liaison between kitchen/bar and guest, by providing expert knowledge of food and beverage.
- Provide training and support to co-workers.

Sep. 2004-June 2005 Bartender, Razz's Restaurant and Catering

- Provide exceptional customer service to guests and allow them to achieve the maximum enjoyment from the restaurant.
- Responsible for inventory control of liquor and wine.
- Accountable for all managerial reports for the day.
- Resolve customer issues and complaints by using effective communication strategies.

Nov. 2002- Sep. 2004 Bartender, Drinkwater's City Hall Steakhouse

- Provide superior customer service to exceed guests' expectations.
- Contribute to the development of new ideas aimed to increase revenue and profit for the company.
- Assist management with inventory control.
- Maintain a clean and organized work area.

** Sommelier Certificate*

**Certified Specialist of Wine*