

# Kasey Dawn Leavitt

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## PROFESSIONAL SUMMARY

Responsible employee, recognized for promptly and empathetically handling customer concerns and complaints. Expertise in scheduling, customer service and multitasking. Track record of being on -time and performing duties as expected. Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of all duties as assigned with minimal training. Motivated to learn, grow and excel in my future career development opportunities

## SKILLS

- Close attention to detail
- Adaptability
- Time management
- Communication skills
- Conflict resolution
- Excellent customer service

## WORK HISTORY

### **BARTENDER 08/2022-PRESENT BJ's BREWHOUSE - CEDAR PARK, TX**

- The restaurant business gave me solid experience in multitasking which enhanced my ability to work well under pressure.
- I learned to quickly adapt to customer needs or changes.
- Monitored guests for intoxication and immediately reported concerns to management, contributing to safe and welcoming environments for all patrons.
- Collaborated with the kitchen team to support order preparation, manage efficient deliveries and minimize customer service issues by verifying meals.
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.

### **PIZZA DELIVERY DRIVER | 04/2020 to 08/2022 Marco's Pizza - Cedar Park, TX**

- Formed personal rapport with customers to promote repeat business and skillfully represent Marco's Pizza.
- Enhanced the company's image by complying with uniform and appearance standards to contribute to an atmosphere of teamwork and professionalism.
- Collaborated with customer service teams and management to resolve order issues or customer complaints.

**SERVER | 12/2018 to 07/2019 Applebee's**

- Responsible for providing excellent customer service by taking orders accurately and with a friendly attitude, along with collecting payments.
- The restaurant business gave me solid experience in multitasking which enhanced my ability to work well under pressure.
- Managed efficient deliveries and minimized customer service issues by verifying meals.
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.

**CASHIER/RETAIL STOCK ASSOCIATE | 11/2017 to 09/2018****Ross Dress for Less - Marble Falls, TX**

- I developed patience and clear communication skills.
- I was promoted to a team lead position after a month of working with Ross.
- I learned conflict resolution and always maintained a positive attitude to keep the work environment upbeat and moving efficiently.
- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Answered questions about store policies and concerns to support positive customer experiences.

**EDUCATION****Dental Genius - Liberty Hill, TX****Falls High School - Marble Falls, TX | High School Diploma****REFERENCES**

- Douglas Bowe Manager BJ's Brewhouse 512-379-2180
- Ashleigh Villines Personal reference 737-275-2277
- Samantha Diaz Personal reference 512-508-3427