6 Amber Drive

Croton-on-Hudson, NY 10520

(914-468-3615)

justinerbernal@gmail.com

Justine R. Bernal

# SKILLS

Time Management, Bilingual, Self-motivated, Collaborative Team Player , Good Problem Solving Skills, Empathetic, Friendly, Attentive

# RELATED EXPERIENCE

## Gay Straight Alliance, Montrose *— Vice President*

September 2015 - June 2016

* Collected pride pictures and articles to present pride week in general especially high schools
* Guided students on how to look at assigned task which enabled me to connect and get to know the students
* Advocated for minorities; LGBTQ + which encouraged to expand my horizons with different personalities, situations, and circumstances

## Holy Smoke, Croton-on-Hudson *— Hostess*

April 2016 - August 2016

* Developed patience which developed a sense of self in the way you present yourself
* Managed customer complaints in which gave me the opportunity to handle difficult situations and what tone of voice is appropriate
* Improved communication skills which lead to better explaining about how restaurants runs and accommodates to customers
* Greeted all guests with a warm smile and hello to comes across as a welcoming person and this is the place to be

## Samurai, Croton-on-Hudson *— Buser*

July 2016 - August 2017

* Collaborated with wait staff to handle customer needs
* Monitored guests regularly to make sure they were satisfied
* Greeted all guests with a warm smile and hello to comes across as a welcoming person and this is the place to be

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## La Herradura, Norfolk *— Hostess, Server*

September 2017 - Present

September 2018 - Present

* Developed patience which developed a sense of self in the way you present yourself
* Improved communication skills which lead to better explaining about how restaurants runs and accommodates to customers
* Associated with different kinds of personalities in which I had to change the way I presented myself or view the person’s race, ethnicity, and culture
* Provided a way of communicating with others
* Managed customer complaints in which gave me the opportunity to handle difficult situations and what tone of voice is appropriate
* Greeted all guests with a warm smile and hello to comes across as a welcoming person and this is the place to be

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# EDUCATION

## Old Dominion University, Norfolk, Virginia *— Bachelor’s Degree*

August 2016 - May 2020, Virginia

**Major:** Human Services, **Minor:** Psychology

In progress of third year of University.

Current GPA : 2.77

Study Abroad

**University of West Indes, Montego Bay, Jamaica** *— Study Abroad*

March 8, 2019 - March 16, 2019