

# Victoria Gutiérrez

## Hospitality & Retail Professional

Austin · TX · US

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## Profile

Energetic and adaptable professional with 9 years of experience spanning hospitality, retail, and event coordination. Proven ability to work in fast-paced environments, manage inventory, and support team operations. Strong aesthetic sense and hands-on expertise with visual merchandising, food preparation, and venue logistics. Seeking a new challenge where interpersonal skills and a detail-oriented mindset can add value.

## Skills

Visual merchandising & store layout, Inventory control & stock replenishment, Food safety & kitchen sanitation, Event setup & on-site coordination, Cash handling & POS transaction processing, Basic Excel & Word, Bilingual, Adobe Photoshop, Social media content scheduling, Time management & multitasking, Team collaboration & shift coverage, Note

## Languages

### Spanish | – Present

Native speaker

### English | – Present

Fluent

## Awards

### Employee of the Month | 2022-09-01

Café Luminosa

Awarded “Employee of the Month” (Café Luminosa, September 2022) for exceptional teamwork and inventory accuracy.

### Event Setup Time Reduction | 2020-01-01

GreenWave Productions

Reduced event setup time by 15 % (GreenWave Productions, 2020) through the introduction of a standardized layout checklist.

## Certifications

### ServSafe Food Handler | 2020-01-01

National Restaurant Association

## Interests

Photography | – Present

Urban gardening | – Present

Indie music festivals | – Present

Culinary travel | – Present

## Experience

### Café Luminosa

Assistant Manager | 01 Jan 2022 – Present

Supervise a team of 6 baristas, overseeing daily shift assignments and break schedules. Manage inventory of coffee beans, pastries, and supplies; conduct weekly stock counts. Handle cash register reconciliations and resolve minor customer billing discrepancies. Coordinate seasonal promotional displays; liaise with local vendors for product deliveries.

- Supervise a team of 6 baristas, overseeing daily shift assignments and break schedules.
- Manage inventory of coffee beans, pastries, and supplies; conduct weekly stock counts.
- Handle cash register reconciliations and resolve minor customer billing discrepancies.
- Coordinate seasonal promotional displays; liaise with local vendors for product deliveries.

### GreenWave Productions

Event Coordinator | 01 Jun 2019 – 31 Dec 2021

Planned and executed boutique weddings and corporate gatherings for up to 200 guests. Negotiated contracts with caterers, audio-visual providers, and décor suppliers. Developed detailed event timelines and floor plans; ensured on-site setup met client specifications. Managed on-site problem-solving, including last-minute vendor changes and equipment failures.

- Planned and executed boutique weddings and corporate gatherings for up to 200 guests.
- Negotiated contracts with caterers, audio-visual providers, and décor suppliers.
- Developed detailed event timelines and floor plans; ensured on-site setup met client specifications.
- Managed on-site problem-solving, including last-minute vendor changes and equipment failures.

### Casa de Arte

Retail Sales Associate | 01 Mar 2017 – 31 May 2019

Assisted customers with product selection, focusing on handcrafted home décor items. Processed sales transactions using a POS system; performed end-of-day cash balancing. Arranged visual displays and refreshed store layout to align with seasonal themes. Conducted monthly inventory audits and prepared restocking orders.

- Assisted customers with product selection, focusing on handcrafted home décor items.
- Processed sales transactions using a POS system; performed end-of-day cash balancing.
- Arranged visual displays and refreshed store layout to align with seasonal themes.
- Conducted monthly inventory audits and prepared restocking orders.

### La Brasa Grill

Kitchen Assistant | 01 Jul 2015 – 28 Feb 2017

Supported head chef in food prep, plating, and maintaining kitchen sanitation standards. Monitored FIFO inventory for perishable goods; logged waste and usage data. Trained new kitchen staff on safety protocols and proper equipment handling.

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### Austin Mall Retail Hub

Seasonal Sales Clerk | 01 May 2014 – 30 Jun 2015

Provided checkout assistance during holiday peak periods; handled high-volume transactions. Assisted in visual merchandising for temporary pop-up stores.

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- Assisted in visual merchandising for temporary pop-up stores.

## Education & Training

### Associate of Applied Science, Culinary Arts

Austin Community College

– 01 May 2014

### High School Diploma

East Austin High School

– 01 Jun 2012

## **References**

### **Available upon request**

References are available upon request.