

# Harry Kvaratskhelia

## Hospitality and Retail Professional

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### Summary

Enthusiastic hospitality and retail professional with eight years of experience delivering front-of-house service, managing inventory, and handling cash transactions in fast-paced environments. Known for a friendly

demeanor, strong attention to detail, and the ability to juggle multiple responsibilities simultaneously. Seeking a role where customer-focused skills and practical problem-solving can add value to a dynamic team.

## Experience

### Greenfield Boutique Hotel

Front Desk Assistant | 01 Mar 2022 – 01 Apr 2024

- Greeted guests, processed check-ins/outs, and managed reservation software (Hotelogix).
- Handled daily cash drawer, performed nightly audits, and resolved billing discrepancies.
- Coordinated with housekeeping to prioritize room turnover and maintain occupancy targets.
- Assisted in organizing small-scale events (meetings, bridal parties) by managing catering requests and room layouts.

### Metro Retail

Sales Associate | 01 Jun 2020 – 01 Feb 2022

- Delivered high-volume customer service on the sales floor, operating POS terminals and processing returns.
- Maintained merchandise displays and performed regular inventory counts using handheld scanners.
- Trained two new associates on store policies, customer interaction techniques, and loss prevention procedures.

### Bella's Italian Bistro

Server / Shift Lead | 01 Jul 2018 – 01 May 2020

- Provided table service in a busy family-style restaurant, handling up to 50 covers per shift.
- Managed opening and closing checklists, ensured compliance with health code standards, and supervised a team of 4–6 staff during peak periods.
- Recognized for "Employee of the Month" (December 2019) for exemplary service and reliability.

### CityLogistics

Warehouse Operative | 01 Jan 2016 – 01 Jun 2018

- Loaded and unloaded freight trucks, operated pallet jack and forklift (certified Operator).
- Conducted routine stock counts, updated inventory spreadsheets, and reported discrepancies to the logistics manager.
- Participated in weekly safety briefings and contributed ideas that reduced picking errors by 8 %.

## Education & Training

### Associate of Applied Science (incomplete), Hospitality Management

Portland Community College

01 Jan 2014 – 01 Jan 2015

### High School Diploma

Lincoln High School

01 Jan 2010 – 01 Jan 2014

## Skills

Core Skills

## Languages

### English | – Present

Native speaker

### Russian | – Present

Conversational

## Certifications

### ServSafe Food Safety Manager Certification | 2021-01-01

ServSafe

### Forklift Operator Certification | 2020-01-01

CityLogistics

## Awards

### Employee of the Month | 2019-12-01

Bella's Italian Bistro

Awarded "Employee of the Month" at Bella's Italian Bistro for outstanding customer service and teamwork (Dec 2019).

## Interests

### Culinary exploration, local theatre, hiking, and community volunteering | – Present

- Culinary exploration
- Local theatre
- Hiking
- Community volunteering (food bank pantry assistance, 2022–2023)

## References

References available upon request.