

Valdemar Tsiklauri

Hospitality & Retail Professional

Austin · TX · US

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Summary

Enthusiastic hospitality and retail professional with 8 years of hands-on experience in front-of-house operations, inventory control, and event coordination. Proven ability to manage high-volume customer interactions, maintain visual merchandising standards, and train new staff. Seeking to leverage strong interpersonal and organizational skills in a new career direction.

Experience

The Blue Heron Bistro — Austin, TX

Restaurant Operations Coordinator | 01 Mar 2019 – 01 Feb 2022

Oversaw daily floor operations for a 120-seat downtown restaurant, supervising a team of 8 servers and 4 kitchen aides. Managed inventory ordering, conducted weekly stock audits, and reduced food waste by 15 % through improved portion control. Handled cash deposits, end-of-day reconciliation, and ensured compliance with health code standards. Coordinated private dining events, liaising with vendors and overseeing setup logistics.

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Sunset Retail — Austin, TX

Shift Supervisor (Part-time) | 01 May 2017 – 01 Feb 2019

Supervised a rotating crew of 6 sales associates during peak holiday seasons. Trained new hires on POS procedures, visual merchandising, and customer service protocols. Conducted daily sales reporting using basic Excel spreadsheets; no exposure to advanced data analysis tools.

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Austin Boutique Hotel — Austin, TX

Front Desk Assistant | 01 Jun 2015 – 01 Apr 2017

Managed guest check-in/check-out, reservations, and responded to inquiries via phone and email. Processed billing and maintained ledger entries manually; assisted with occasional bookkeeping tasks. Recognized for maintaining a 98 % guest satisfaction rating during tenure.

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PopUp Marketplace — Various Locations (Texas & Georgia)

Seasonal Sales Associate | 01 Jun 2013 – 01 Sep 2015

Assisted in set-up and tear-down of pop-up retail spaces, handling merchandise display and point-of-sale transactions. Provided product knowledge to customers and helped increase seasonal sales by 10 % on average.

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Education & Training

Associate of Applied Science, Hospitality Management

Austin Community College

01 Jan 2012 – 01 May 2014

Bachelor (Incomplete), Business Administration

University of Georgia

01 Jan 2010 – 31 Dec 2012

Skills

Customer service & complaint resolution, Point-of-Sale (POS) systems, Inventory tracking & stock replenishment, Cash handling & reconciliation, Event planning & on-site logistics, Shift scheduling & staff onboarding, Microsoft Office, Bilingual, Time management & multitasking, Health and safety compliance, Note

Languages

English | – Present

Native speaker

Georgian | – Present

Conversational

Certifications

ServSafe Food Protection Manager | 2020-01-01

National Restaurant Association

Awards

Waste Reduction Initiative | 2022-01-01

The Blue Heron Bistro

Implemented portion control tracking at The Blue Heron Bistro, decreasing food waste by 15 % and saving approximately \$8,000 annually.

Event Success | 2022-01-01

The Blue Heron Bistro

Managed logistics for a high-profile private banquet of 80 guests, receiving commendation from the client for flawless execution and on-time delivery.

Interests

Culinary travel | – Present

Vintage vinyl collecting | – Present

Community theatre volunteering | – Present

- stage crew

References

Available upon request

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