
KATHERINE CAIRNS

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PROFESSIONAL SUMMARY

Hospitable Assistant Front of House Manager leverages interpersonal and communication skills to lead, influence and encourage staff and deliver outstanding experiences for guests. Advocates sound financial and business decision-making and demonstrates honesty and integrity. Performs well under pressure and thrives in fast paced high-volume environments.

SKILLS

- Upbeat and Positive Personality
- Data Entry and Maintenance
- Efficient and Detail-Oriented
- Time Management

WORK HISTORY

Front of House Manager, 02/2022 to Current

Johnny Brusco's Pizza – Mooresville, NC

- Managed day-to-day FOH operations to drive quality, standards and meet customer expectations.
- Maximized customer service by training staff, overseeing operations and resolving issues.
- Kept alcoholic beverages well-stocked and organized to meet expected demands.
- Strategized plans to increase bar revenue through innovative promotional concepts, specialty drinks and customer-focused events.
- Reduced labor costs by improving employee schedules and workflows to capitalize on individual strengths and better meet forecasted customer demands.
- Closed out cash register and prepared cashier report at close of business.
- Addressed guest concerns and resolved all issues to guests' satisfaction.
- Demonstrated leadership by keeping up with cleanliness and organization and delegating roles to employees.
- Created and distributed staff schedules and maintained time cards to facilitate efficient payroll process.
- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.

Account Manager, 06/2018 to 07/2021

Lyon Financial Svc – Mooresville, NC

- Reviewed loan files for completeness, identified missing documentation and generated condition lists for applicants.
- Worked with customers via telephone and email to answer questions, process transactions and resolve issues.
- Provided quick turnaround times to maintain fast-past schedule.
- Reviewed financial statements and contacted institutions and customers to clarify details.
- Handled any conditions sent from underwriting departments.
- Maintained long-term relationships with customers to provide best-in-class customer service.

Consumer Direct Loan Processor, 09/2017 to 06/2018

Howard Bank – Columbia, MD

- Reviewed loan files for completeness, identified missing documentation and generated condition lists for applicants.
- Prepared documents for underwriting by verifying client income, credit reports and other information.
- Worked with customers in person, via telephone and email to answer questions, process transactions and resolve issues.
- Provided quick turnaround times to maintain fast-past schedule.
- Reviewed financial statements and contacted institutions and customers to clarify details.
- Upheld complete confidentiality of all submitted information according to release guidelines.
- Coordinated closing process with attorneys, title companies and government clerks.
- Evaluated approvals against established bank and government lending standards and handled any conditions sent from underwriting departments.

Enrollment & Certification Specialist, 10/2014 to 09/2017

Karna LLC – Hanover, MD

Enrollment Specialist

- Reviewed, processed and recommended enrollment decisions for incoming applications.
- Developed process improvement, to assist in efficiency and accuracy of enrollment workflow through error reporting.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.

Certification Specialist

- Reviewed and processed non-cancer and cancer certifications for client review.
- Lead Benefit reconciliation initiative and expedited certification requests requiring 24 hour turn-around time.
- Point of contact between CDC client and member services representatives.
- Developed process improvement, to assist in efficiency and accuracy of certification workflow.

Waitress/Bartender, 11/2008 to 10/2014

T.J. Elliott's – Bowie, MD

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Used cash registers and credit card machines to cash out customers.
- Stayed up-to-date on menu changes to help customers make food choices.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.
- Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.

EDUCATION

High School Diploma: 12/2010

Continental Academy - Miramar, FL