

# Heather Fedorenko

Highly organized and efficient in a fast-paced multitasking environment; able to prioritize effectively to accomplish objectives with enthusiasm and creativity.

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## EDUCATION-

### Ohio Technical College, Cleveland, OH — Auto Diesel Technology

November 2016 -Anticipated graduation May 2018

Diesel Engines & Repair	Brakes, Steering & Suspension	Automatic Transmissions
Welding	Manual Drive Train	HVAC
Electronic Systems & Diagnostics	Advanced Engine Performance &	Heavy Industrial Equipment

-Diploma  
Vantage Vocational School  
VanWert, Ohio  
August 1998-2001  
Basic studies. Received certificate in Culinary Arts

## EXPERIENCE

### Red Lobster,North Olmsted- Server/Bartender

December 2003- present  
Dedicated to ensuring customer satisfaction by remaining accessible and friendly. Exceptional interpersonal and team building skills with a great attitude working with a diverse range of customers. Talent for quickly resolving issues prior to escalation.. Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders. Successful in multitasking while remaining professional and courteous in a fast paced environment.

## Skills

- Problem Solving
- Adaptability
- Collaboration
- Strong Work Ethic
- Time Management
- Critical Thinking
- Self-Confidence
- Handling Pressure

## Awards & Certificates

- Honor roll
- Perfect attendance
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