

Yahira Hernandez

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WORK EXPERIENCE:

Patagonia, New York, NY
Customer Service and Sales

8/2017 – 3/2018

- Built long term customer relationships through sales and service
- Acted as material and technologies expert, ensuring customers understand capabilities of performance gear and apparel.
- Participated in event space planning for guest speakers and presentations
- Responsible for stock, exchanges/returns, loss prevention, and merchandising of items
- Solicited input and action from customers on letter writing campaigns and petitions
- Understood and utilize all reports including: item master, units, location report, open order report, color and style masters, etc.

Black Tap: Craft Burgers and Beer, New York, NY
Food Expeditor

11/2016 - 4/2017

- Ensured meats and vegetables were safely prepared to health standards
- Maintained a uniform dining experience for guests
- Prevented product waste through time and process management best practices
- Directed the Back of House functions for wait staff and line cooks

Garces Group: Amada, New York, NY
Food Expeditor

4/2016 – 11/2016

- Managed the end to end fine dining experience for high volumes of guests daily
- Catered to and personally assisted high profile guests visiting the Brookfield neighborhood
- Worked under 2-star Michelin chef, supporting him during food preparation

The Public Theater, New York, NY
Theater Usher

6/2014 - 1/2015

- Managed Patrons, tickets, lines, and seating before and after performances
- Kept up the cleanliness of venue spaces

The New School University, New York, NY
Data Entry Clerk

9/2011 - 5/2013

- Compiled and organized data from research in the Psychology Department
- Answered phones and direct calls to staff members in the Psychology Department

Cherry Lane Theater, New York, NY
Literary Intern

10/2011 - 5/2012

- Answered phones, mailings and handling of contracts, reply to emails on behalf of staff, email correspondence management, read solicited playwrights' scripts, edit the Historical information on the website of CLT
- Managed the monthly Stage Readings at CLT by creating promotional materials, mass email for confidential and high profile Patrons and industry professionals, ushered Patrons, managed high profile RSVP lists

EDUCATION:

Michael Howard Studios, New York, NY
One Year Acting Conservatory for Theater and Film
2016 - 2017

The New School University, New York, NY
Bachelor of Arts, Theatre, 2014

SKILLS:

Professional Skills: Process Management, People Management, Microsoft Office, G Suite, Managing Internet Platforms, Customer Services Solutions

Personal Skills: Figure Skating, White Water Kayaking, Swimming, Ice Hockey Goalie, Cycling