

# MITCHEL SHARKO

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## Summary of Qualifications:

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- Banquet Server/Bartender at the Fairmont Pacific Rim
- Bachelor of Computer Science ICS (UBC) Grad
- Foundational knowledge in French, Spanish, German and Mandarin
- Organized, Committed, Punctual, Positive, Team Player

## Education:

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**Bachelor of Computer Science and Commerce ICS candidate** UBC *Grad: 2020*

- Computer Science courses focusing on Software Engineering and Development
- Commerce courses focusing on Marketing, Finance and Accounting

**Bachelor of Science** University of Alberta, Edmonton, Alberta *Grad: 2012*

- Completed a BSC with a Major in Biology, Minor in Economics

**Study Abroad Student** Lancaster University Lancaster, U.K. *Sep 2011 – Dec 2011*

- Studied Medical Microbiology, Aquatic Biogeochemistry and Economics

**High School Student** Kelowna Secondary School Kelowna, B.C. *June 2007*

- Graduated with Honors
- Completed Career Science Program, Applied Science Program and French Immersion Program.

## Work Experience:

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**Banquet Server/Bartender**, Fairmont Pacific Rim, *Sept 2018 – Jun 2020*

- Aimed to ensure complete client satisfaction through providing the highest level of service during every banquet and private event with elements of luxury tailored to each individual
- Key roles included complete event set-up and tear-down, leading teams of colleagues to ensure synchronized service for various guests and VIPs, and helping in the development of current colleague training

**Server/Supervisor**, Cabana Bar, Fairmont Pacific Rim, Vancouver, B.C. *May 2018 – Sept 2018*

- Responsible for helping to develop a seasonal team exceeding five star standards set by LQA and Forbes, and increasing average check year-over-year
- Strong ability to upsell leveraging a working knowledge of all menus across the hotel
- Consistently received positive written reviews emphasizing excellent customer centric service

**Junior Server**, Lobby Lounge, Fairmont Pacific Rim, Vancouver, B.C. *May 2017 – May 2018*

- Ensured Forbes and LQA five star standards were maintained throughout all dining experiences
- Responsible for prompt delivery of services and acted to maintain clean working environments

**Consultant**, Steve Nash, Vancouver, B.C.

*Feb 2015 – Aug 2015*

- Stationed at Steve Nash Flagship Platinum Club on Granville Street
- Greeted members, processed payments, balanced daily transactions
- Maintained the highest level of customer care and satisfaction
- Helped clientele reach fitness goals, consulted with current members and future members
- Met and exceeded personal training sales goals by 125% within the first full month of working

**Document Control and Travel Coordinator**, Ledcor, Kelowna, B.C. *May 2012 – Aug 2014*

- Coordinated and managed the logistics of over 100 personnel to sites from across the country.
- Submission of RFIs using Oracle Tools: Contract Manager
- Procured and mobilized light industrial equipment to projects all over BC and Alberta.
- Developed Operation Manuals tailored to each project

### **Volunteer Experience:**

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**Volunteer**, The Trained Pup, Vancouver BC

*Jan 2016 – Aug 2018*

- Volunteered with a dog shelter which reaches out to the community to provide pet therapy for students (i.e. Simon Fraser University, Vancouver Film School)

**Class Liaison**, UBC Vancouver, B.C.

*Jan 2016 – May 2020*

- Held class discussions to determine ways of improving communication between professors and students and actively proposed alternatives to improve the learning environment

**Coordinator**, Korol Cup, Kelowna, B.C.

*Sept 2012 – Sept 2014*

- Coordinated hockey players, games and daily events taking place for the yearly event conducted over a four-day period.

### **Awards & Certification:**

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| • Employee of the Month – Nominated & Won - Fairmont Pacific Rim | 2018, 2019   |
| • Occupational First Aid Level 1                                 | 2017         |
| • Serving It Right Certified License # 1510150104R               | October 2015 |
| • Bronze Cross (CPR & First Aid)                                 | 2004         |

### **Interests and Languages Spoken:**

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- Volleyball, Squash, Golf, Snowboarding, Travelling, Computers, Music, Board Games
- French: Advanced Speaker, Reader and Writer
- Spanish, German, Mandarin: Novice Speaker, Reader and Writer

**References:** Available upon request