

VALKYRIE (VAL) WELDEN SMITH

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CUSTOMER SERVICE REPRESENTATIVE | HOSPITALITY & CLIENT RELATIONS

Customer-focused professional with a decade of catering experience with a degree in Culinary Arts. Strong client relationship development expertise, coordinating seamless events, and delivering exceptional service. Proven record of resolving customer concerns and ensuring satisfaction.

KEY COMPETENCIES

- Customer Service, Client Relation Development & Communication
- Problem-Solving & Conflict Resolution; Team Coordination & Training
- Time & Event Management; Attention to Detail & Accuracy
- POS Systems; Order Processing & Billing, Cashiering
- Organization, Task-Oriented in Fast- Moving
- Quick Learner; Multitasker

PROFESSIONAL EXPERIENCE

SINCLARE CATERING, Queen Creek, AZ, May 2016 to Present
Founder, Caterer

- Consult with clients to plan menus, budgets, and event details, always ensuring a positive experience.
- Deliver exceptional customer service by promptly addressing inquiries and resolving concerns.
- Coordinate event logistics, supervise catering staff, and maintain smooth operations under pressure.
- Train and mentor new staff on service standards and client interaction best practices.
- Manage contracts, invoices, and follow-up communications with clients.
- Maintain high standards of food safety, presentation, and guest service.

WAREHOUSE FURNITURE, Scottsdale, AZ
Customer Service Sales Associate, Scottsdale, AZ 2009 – Present

- Delivered friendly, personalized service by greeting customers, answering product questions, and assisting with design selections.
- Processed sales, returns, and exchanges using POS system, ensuring accurate transactions and a smooth checkout process.
- Met or exceeded monthly sales targets by recommending products and upselling featured items.
- Supported visual merchandising efforts by setting up displays and maintaining attractive sales floor.

OLIGHT BAR AND GRILL, Denver, CO, 2002 – 2008
House Manager, Front Assistant

- Managed fast-paced, front-of-house operations, staff scheduling, and opening/closing duties.
- Greeted and seated guests and ensured a positive guest experience from arrival to departure.
- Trained and supervised servers, hosts, and bar staff to maintain service standards and efficiency.
- Resolved customer concerns promptly and professionally to ensure guest satisfaction.

EDUCATION

- **Associates Degree in Culinary Arts** – California Culinary Academy, San Francisco, CA, 2003

PERSONAL STATEMENT

- I am an experienced Creative Caterer recognized for transforming fresh, seasonal ingredients into visually stunning, flavorful dishes. Most importantly, I have a strong eye for detail, efficient event coordination skills, and a genuine enthusiasm for making every occasion distinctive and memorable.