

Cierra Koen

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(708)513-3151 · Chicago, IL 60626

EDUCATION

Computer Science, Bachelor of Science
Georgia State University, Honors College

Aug 2019 - Aug 2023
GPA: 3.5 (Cum Laude)

CERTIFICATIONS

- Food Handlers Certificate (11/20/24 - 11/20/26)
- Beverage Alcohol Sellers and Servers Education and Training / BASSET (11/21/24 -11/21/26)

PROFESSIONAL EXPERIENCE

Promo Model/ Bartender/ Server

Oct 2024 - Present

Julia Valler, Chicago, IL

- Represented luxury brands as a promotional model and brand ambassador at high-profile events, delivering polished, on-brand guest engagement.
- Provided premium bartending and serving support at upscale galas and corporate functions, ensuring seamless, high-standard service in fast-paced environments.

Bartender & Server

Apr 2024 - Jun 2025

Wine& Dine Hospitality, Chicago, IL

- Bartended and served at high-capacity events (7,000+ guests) operating full-service bars at high-profile events, managing high-volume service with precision while maintaining exceptional guest engagement and speed under pressure.
- Upheld Wine & Dine's premier standards by delivering attentive & efficient front-of-house service

Guest Service Ambassador

Dec 2023 - Oct 2024

Chicago Cubs, Chicago, IL

- Delivered high-touch, best-in-class guest service aligned with the Cubs' "Marquee Moments" service model, ensuring a welcoming and memorable fan experience.
- Greeted guests, scanned tickets, provided seating assistance, and answered questions regarding Wrigley Field offerings, policies, and history.

Bartender

Nov 2023 - Mar 2024

Koi Sushi & Fine Dining Lounge, Evanston, IL

- Expertly crafted handcrafted cocktails, common favorites, and curated selections of sake, wine, and spirits, leveraging POS systems for efficient order processing.
- Orchestrated beverage service for the entire venue, ensuring seamless collaboration between front-of-house and kitchen teams for exceptional guest satisfaction.

Server / Bartender

Mar 2023 - Sep 2023

Gotta Have It Catering, Atlanta, GA

- Assisted with event setup, including unloading trucks, setting up buffets, and arranging tables and bar areas.
- Supported event service by circulating with hors d'oeuvres/appetizers, clearing used glasses & dinner plates, and crafting drinks for customers.

Senior Conference Assistant

Apr 2023 - Aug 2023

Georgia State University, Atlanta, GA

- Collaborated with CA team across two buildings to promptly resolve guest issues and ensure seamless operations, including lockouts and various guest services.
- Facilitated effective communication between CAs, White Gloves, and management, delivering crucial updates on desk coverage, guest concerns, and pertinent information during shift meetings.