



BENJAMIN JONES

Certified Mixologist, Bartender, and Server

✉ 91benjaminj.4406@gmail.com ☎ 8622799701 📍 NYC and NJ Metro Area

🗺 They / Them / Theirs 🔗 linkedin.com/in/91benjaminj 🔗 linktr.ee/91benja

📄 SUMMARY

Dynamic hospitality professional with extensive experience supervising, training, and supporting large teams in high-volume stadiums, luxury lounges, and fast-paced food-service environments. Certified Mixologist with a proven ability to manage inventory, maintain food safety standards, lead bar and concessions operations, and deliver exceptional guest experiences. Known for calm leadership, strong communication, and the ability to thrive under pressure while maintaining premium service standards.

📜 CERTIFICATES

Shake & Pour Bartending School LLC — Qualified Mixologist

Completed a 40-hour professional bartending program covering:

- Recipe knowledge
- Glassware identification
- Customer service
- Cash handling
- Alcohol awareness
- Bar simulation (speed drill)

"Is a qualified Bartender having successfully completed the forty-hour course of study..."

📁 PROFESSIONAL EXPERIENCE

Bartender, *Red Lobster*

Union, NJ | Aug 2026 – Present

- Bartend full bar service including cocktails, beer, wine, and specialty drinks for whole restaurant.
- Manage bar inventory, restocking, rotation, and nightly counts.
- Serve tables, host guests, bus sections, and support kitchen expo during peak hours.
- Wash dishes and assist BOH staff to maintain smooth operations.
- Provide fast, friendly service in a high-volume casual dining environment.

Stand Lead (Manager/Supervisor)

Kearny, NJ | Jan 2026 – Apr 2026

Compass Group (Levy's)

- Continued identical responsibilities after location transition from Delaware North to Levy's with Compass Group.
- Supported opening/closing procedures, inventory counts, bar setup, and staff scheduling.
- Ensured seamless operational continuity during company absorption and retraining periods.

Stand Lead (Manager/Supervisor), *Delaware North*

Kearny, NJ | Feb 2025 – Jan 2026

- Supervised 15–35 person staff including bartenders, beer garden attendants, cashiers, servers, cooks, and barbacks across multiple high-volume venues.
- Led operations in MetLife Stadium, Red Bull Arena, and Sports Illustrated Stadium, ensuring fast, accurate service during peak rushes.
- Managed inventory, restocking, and product rotation for multiple stands and luxury lounges including Audi Club.
- Conducted food temperature inspections, monitored safety compliance, and trained staff on proper handling procedures.
- Trained new hires and cross-trained teams in concessions, bar service, POS usage, barbacking, beer serving, deep frying, grill cooking, and customer interaction.
- Filled in as beer tender, cashier, server, warehouse attendant, and barback as needed to maintain service continuity.
- Maintained high guest satisfaction through strong communication, conflict resolution, and team coordination.

Catering Staff (BOH and FOH)

Multi-State Venues | Jun 2014 – Aug 2024

White Hare Catering and PeopleReady

- Worked large-scale events including Governor's Ball Festival and Firefly Festival, supporting FOH and BOH operations.
- Served food and beverages, operated beer gardens, handled cash, and maintained sanitation standards.
- Assisted with kitchen prep, dishwashing, line setup, and breakdown in fast-paced festival environments.
- Adapted quickly to changing assignments, demonstrating versatility across catering, concessions, and bar support roles.

SKILLS

Bartending and Restaurant

- Mixology & Craft Cocktails: *Recipe knowledge, flavor balancing, garnishing.*
- Glassware Identification: *Proper pairing for cocktails, wine, beer.*
- Alcohol Awareness: *Responsible service, guest safety, compliance.*
- Speed & Efficiency: *Bar simulation drills, multitasking, time management.*
- Cash Handling: *POS systems, accurate drawer balancing.*
- Guest Experience: *Upselling, conflict resolution, hospitality.*
- Sanitation & Bar Setup: *Opening/closing, inventory, restocking.*
- Team Collaboration: *Communication, coordination with FOH/BOH.*

Core Hospitality

- High-Volume Team Leadership
- Bartending and Mixology
- Stadium and Event Operations
- POS and Cash Handling
- Food Safety
- Inventory and Stock Management
- Training and Onboarding
- Guest Experience and Conflict Resolution
- Barbacking and Beer Service
- Catering and Festival Operations

Clerical and Technical

- Microsoft Office
- Google Docs
- Zendesk
- Salesforce
- Slack
- Linux Systems
- Data Entry
- Typing 75+ wpm
- Genesys

Customer Service Coordinator

New York City, NY | Oct 2021 – Jun 2022

The Walt Disney Company

- Delivered premium guest support aligned with luxury hospitality standards.
- Coordinated global teams, analyzed satisfaction data, and improved service workflows.
- Strengthened conflict resolution skills essential for FOH and bar environments.

Senior Customer Care Agent, *HelloFresh*

Newark, NJ | Aug 2017 – Oct 2020

- Managed high-volume customer interactions similar to stadium and restaurant rush periods.
- Trained and coached 60+ agents, demonstrating leadership transferable to hospitality teams.
- Ensured accuracy in orders, concessions, and customer satisfaction metrics.

Server, *Olive Garden*

Springfield, NJ | Oct 2015 – Mar 2016

- Delivered friendly, efficient table service in a high-volume casual dining environment.
- Managed multiple tables, upsold menu items, and maintained cleanliness and guest satisfaction.
- Operated POS systems, handled cash/card transactions, and coordinated with BOH staff.

EDUCATION

Music Production, *Full Sail University*

Winter Park, FL | Aug 2012 – Dec 2020

Studied Music Production, Recording Technology, Mixing Technology, and Audio Engineering. Degree incomplete.

Health Sciences, *Cumberland County College*

Vineland, NJ | Jun 2011 – Feb 2012

Studied, Nursing, Health Science, Sociology, Anatomy, and Physiology. Degree incomplete.

Health Sciences, *Central Carolina Technical College*

Sumter, SC | Aug 2010 – Apr 2011

Studied, Nursing, Health Science, Anatomy and Physiology, and Medical Terminology. Degree incomplete.

LANGUAGES

English: Speak read and write fluently.

Spanish: Speak read and write at a basic workplace functional level.

INTERESTS

Cooking — I enjoy plant based cooking and recipe building at home and with friends.

Mentoring — I am passionate about passing my experiences and skills forward by building a solid foundation with youth entering the workforce through Customer Service, Hospitality, and Food Service.

New Tech — I enjoy learning about new hardware and technology. Currently I am very interested in coding (Python, JavaScript, Mojo, TypeScript, ect.) and it's application in WebApps, AI, and Machine Learning.