

Brenna Lin LeClair
Houston, TX 77034

education

University of Wisconsin-La Crosse, La Crosse, WI | Bachelor of Arts, May 2009, Honors

- Major: Communication Studies | *Telecommunication Emphasis (Media/Broadcasting)*
- Minor: Art | *Graphic Design, Painting*
- Coursework: Radio/Television Production, Media Literacy, Audience Research, Economics

work experience

(DBA) Silver B. Designs, Houston, TX | Founder & Artist (02/12-Present)

- Own/operate a visual marketing business to include graphic design, photography and branding

Perry's Steakhouse & Grille, Friendswood, TX | Server (03/14-Present)

- Greet and welcome all guests and patrons; manage client concerns and complaints
- Ensure end-of-shift accounting reconciliations
- Build positive relationships with both clientele and staff on a courteous and professional level
- Follow proper county, state and federal regulations for safe delivery of food and beverage

Lakeside Country Club, Houston, TX | Assistant Banquet Manager, Oasis Manager**

Oasis (Pool-Side Restaurant) Manager (4/14-3/16)

- Managed diverse administrative duties to include document creation, spreadsheet use and management, report production, file creation and maintenance
- Hired, managed and trained 25+ seasonal employees in customer service, verbiage and phone etiquette
- Implemented technology to improve staff productivity and service standards
- Utilized Excel to manage operations to include scheduling, payroll costs and beverage costs
- Created signature cocktails and expanded frozen drinks program
- Self-produced a training video, broadened server manual and developed bar training
- Designed water-resistant menu covers and menu inserts on waterproof paper
- Created digital and print marketing materials using Adobe CC and own photography
- Saved organization \$20K+ in design fees
- Developed semi-fluent verbal language skills by communicating regularly in Spanish

Assistant Banquet Manager (9/14-3/16)

- Manage events and banquet waitstaff in setup, service and breakdown
- Events of up to 600+ guests to include intimate gatherings, wine dinners and weddings
- Admin support with payroll, scheduling, billing, capital expenditure proposals and hiring

Corner Entertainment, Houston, TX | Assistant Sommelier, Banquet Captain, 1919 Bartender

- June 2013-April 2014, Corner Table Restaurant and 1919 Wine & Mixology
- Tracked wine inventory, executed private events, bartended for high volume mixology
- Updated/designed menus and training materials

computer skills

Expert Microsoft Office | Word (65 WPM), Excel, Powerpoint

Advanced Adobe Creative Cloud | Photoshop, Illustrator, InDesign, Premiere Pro, Dreamweaver

***Additional Lakeside Country Club Design Portfolio available upon request*