

Dena Iacono

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PROFESSIONAL SUMMARY

I am currently working as Parent Student Assistant at Western Technical College. I plan events for student-parents at Western. I let them know about these events through mass email and posters that I create. I am back in school for the Digital Marketing Associate's Degree program, planning transfer to Viterbo University, but I am also a graduate of Western's Culinary Management Associate's Degree program. I have 6 years of experience in the restaurant business. I want to own a food truck and put these skills to use:

- Kitchen management
- Inventorying and ordering
- Cooking and food preparation
- Food safety
- Waitressing and hosting
- Bussing, clean-up, and dishwashing
- Xcel programing
- Word processing
- Market campaigning
- Problem solving
- Great communication
- Teamwork

WORK EXPERIENCE

Student Parent Assistant

September, 2022 – Present Western Technical College

- Plan events for student parents including the Halloween party, holiday gatherings, and pick ups for baby food and supplies
- Use Canva to create posters, flyers, and stickers for events
- Create mass emails for student parents to find out about fun events or drives
- Welcome students to the SPACE (Student Place for Action, Culture, and Empowerment)

Waitress and Hostess

August, 2018 – June, 2019

Buffalo Wild Wings, Onalaska, WI

- Waited 4-10 tables simultaneously in a fast-paced bar and restaurant setting
- Provided fast yet courteous service to every customer
- Greeted and sat incoming guests, and made reservations
- Swept, mopped, sanitized, and organized the front of the house

Crew-Member

July, 2019 – October, 2019 Taco Bell, La Crosse, WI

- Prepped, plated, and bagged customer orders in a fast-food setting
- Cashiered and took customer orders
- Opened, closed, and cleaned the restaurant

Burrito Roller

January, 2013 – March, 2015

B.A. Burrito, Onalaska, WI

- Prepped food
- Took orders, building and rolling burritos
- Cleaned and closed the store

Barista and Waitress

June, 2009 – June, 2013

Café Fresca Metairie, Los Angeles, CA

- Opened and closed the store and counted drawers
- Prepped silverware and to-go items for the kitchen
- Took orders, ran food, and made coffees and teas

Crew Member

June, 2006 – May, 2008

McDonald's, Onalaska, WI

- Staffed the drive-thru, front counter, grill, lobby, and fry station
- Cleaned and closed the store
- Washed dishes

EDUCATION AND CERTIFICATIONS

Digital Marketing Associate of Science Degree (transfer pathway to Viterbo University)

Expected May 2024

Western Technical College, La Crosse, WI

Culinary Management Associate of Applied Science Degree

Attained May 2021

Western Technical College, La Crosse, WI

SERV Safe Certification

Attained October 2019

Western Technical College, La Crosse, WI

General Educational Development (GED) Diploma

Attained May 2009

Western Technical College, La Crosse, WI