

# Ajanay J Lima

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## Education

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### **Palm Beach Central High School**

*High School Diploma | Advanced Placement Student | 3.6 GPA.*

**Wellington, Fl**

*May 2022*

### **Palm Beach State College**

*Associate of Arts*

**Lake Worth, Fl**

*(Expected May 2027)*

## Work Experience

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### **Wawa**

*Customer Service Associate*

**Greenacres, Fl**

*September 2022 – December 2023*

- Mentored and trained 10+ new associates in customer service excellence, operational procedures, and safety protocols, improving team performance and morale.
- Maintained the highest standards of cleanliness and safety, contributing to the store receiving a 95% or higher rating on all health inspections during my tenure.
- Identified and resolved a recurring issue with the coffee station setup, increasing customer satisfaction by ensuring consistent availability of all coffee varieties during peak hours.
- Streamlined the checkout process, reducing average customer wait time through efficient handling of transactions.

### **Temanatu Kava Bar**

*Kava Bartender*

**West Palm Beach, Fl**

*June 2023 – July 2024*

- Educated over 70+ customers on the benefits and cultural significance of Kava and Kratom teas, enhancing their understanding and appreciation, which increased repeat customer visits by 40%.
- Developed and introduced 2 new Kratom tea blends and 3 Kratom-based Boba drinks based on customer feedback and seasonal ingredients, resulting in a 25% increase in sales of featured items.
- Recognized for exceptional customer service, creating a welcoming and informative atmosphere that contributed to a 4.8-star rating for the establishment.

### **Lyndora's**

*Server*

**West Palm Beach, Fl**

*April 2023 – November 2025*

- Delivered high standards of guest service while maintaining efficiency in a high-volume setting
- Accurately took orders, while managing multiple tables, and coordinated with kitchen and bar staff to maintain smooth service flow
- Memorized menu items and specials to provide recommendations and upsell effectively
- Maintained side work and restocked supplies to ensure smooth operations and fast, efficient service.
- 200-400 covers

### **Prezzo's**

*Server*

**Palm Beach Gardens, Fl**

*November 2025 –Present*

- Provided exceptional guest service in a fast-paced upscale dining environment while creating a welcoming and relaxed dining experience.
- Managed multiple tables efficiently during high-volume service periods while maintaining accuracy and attention to detail.
- Demonstrated extensive menu knowledge, including food, wine, and cocktail offerings, to confidently answer guest questions and make personalized recommendations.
- Accurately entered orders and communicated effectively with kitchen and bar staff.
- Increased sales through upselling appetizers, beverages, desserts, and specialty menu items based on guest preferences.
- Maintained the cleanliness of dining areas, completed opening and closing side work, and supported overall front-of-house operations during busy shifts.