

Ingrid Medina Estrada

RENO, NV
(775) 240-5467
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SUMMARY

Bilingual, hospitality professional with fine dining, bar, and customer service expertise, skilled in high-volume service and guest experience.

UNIVERSITY OF NEVADA, RENO

Current student majoring in Marketing, Class of 2029.

EXPERIENCE

Olive Garden Reno, NV — *Server*

JULY 2025 - PRESENT

Coordinated large volumes of customer interactions, managing orders and transactions with precision. Maintained organized documentation of daily transactions and addressed guest inquiries promptly. Resolved customer concerns efficiently while maintaining a professional demeanor.

Figure Lending LLC, Reno, NV — *Customer Success Associate*

MARCH 2025 - JULY 2025

Assist customers with loan payments, document processing, and account inquiries while ensuring compliance and accuracy. Provide empathetic support across channels and collaborate with teams to resolve issues and improve processes.

Mililux Esthetics LLC, Reno, NV — *CEO / Business Owner / Esthetician*

OCTOBER 2022 - MARCH 2025

Managed daily operations of a self-owned business, handling scheduling, client communication, finances, and supplies. Streamlined workflows, maintained accurate records, and executed marketing strategies to grow the client base.

Oceano Peppermill, Reno, NV — *Server*

JULY 2023 - MARCH 2024

Coordinated large volumes of customer interactions, managing orders and transactions with precision. Maintained organized documentation of daily transactions and addressed guest inquiries promptly. Resolved customer concerns efficiently while maintaining a professional demeanor.

Babes Beautique, Reno, NV — *Esthetician / Lash Technician*

OCTOBER 2021 - MARCH 2024

Coordinated client appointments, maintained accurate scheduling records, and processed payments. Delivered exceptional customer service, resolving inquiries and ensuring client satisfaction.

SKILLS

Administrative Office Support

Fine Dining & Hospitality service

Wine, Spirits & Cocktail knowledge

Digital Point of Sale (POS) System Proficiency

Inventory & Stock control

Bilingual: English & Spanish

Certified Notary Public

EDUCATION

ESTHETICIAN LICENSE

International Academy of Style
- 2021

HONORS DIPLOMA

Earl Wooster High School -
2020

REFERENCES

Available upon request

