

# Tarana Jaensch

Server

## Profile

Dedicated Server with 1 year of experience providing exceptional customer service in fast-paced dining environments. Skilled in taking and managing orders, ensuring timely food delivery, and adept at handling diverse customer needs. Demonstrated ability to work effectively in high-pressure situations while maintaining a positive and friendly attitude. Committed to ensuring customer satisfaction and fostering a welcoming dining atmosphere.

## Employment History

### Server at Involta, IA

Mar 2023 - Present

- Increased customer satisfaction by 20% within the first six months by providing exceptional service, timely food delivery, and addressing customer concerns promptly and professionally.
- Successfully upsold menu items and daily specials, resulting in a 15% increase in average check size and contributing to a 10% overall growth in restaurant revenue during my tenure.
- Trained and mentored six new servers, helping them quickly acclimate to the team and exceed performance expectations, leading to a 25% reduction in server turnover rate.
- Streamlined the server communication process with the kitchen staff, reducing order errors by 30% and improving overall efficiency, allowing for faster table turnover and increased capacity.

### Server Assistant at LightEdge Solutions, IA

Sep 2022 - Feb 2023

- Successfully improved server uptime by 15% through effective monitoring and maintenance, resulting in increased customer satisfaction and reduced downtime costs for LightEdge Solutions, IA.
- Streamlined the server deployment process by implementing an automated system, reducing deployment time by 25% and allowing for faster delivery of services to clients.
- Consistently maintained a 98% first-time resolution rate for server-related issues, contributing to increased efficiency and a reduction in overall support ticket volume.

## Education

### Associate of Applied Science in Server Administration at Des Moines Area Community College, Ankeny, IA

Sep 2017 - May 2022

Relevant Coursework: Network Administration, Server Configuration and Deployment, Cloud Computing, Cybersecurity, Operating Systems, Virtualization, Data Storage, Disaster Recovery, and IT Support.

## Certificates

### Microsoft Certified: Azure Solutions Architect Expert

Oct 2021

## Details

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## Links

[linkedin.com/in/taranajaensch](https://www.linkedin.com/in/taranajaensch)

## Skills

SQL

JavaScript

Python

Node.js

Apache

Linux

Docker

## Languages

English

Indonesian

## Hobbies

Photography

Gardening

Playing musical instruments