

CORTIN KNAPP

Wichita, KS | 316-727-4567 | cknapp9@cox.net

Dynamic and motivated Kinesiology student with a minor in Business and a certificate in Professional Strategic Selling. Currently gaining hands-on experience as a server and bartender, developing exceptional interpersonal and customer service skills. Adept at applying analytical and strategic thinking from academic training to real-world scenarios. Proven ability to manage multiple tasks efficiently while delivering high-quality service in a fast-paced environment. Seeking to leverage a strong foundation in Kinesiology and business, coupled with strategic sales expertise, to contribute effectively to roles in the business or health and wellness sectors.

EXPERIENCE

SERVER

Texas Roadhouse: Manhattan, KS

2021-PRESENT

- Kept up to date on the menu and special offers, recommending specific items based on customer preferences and food allergies.
- Assisted customers in placing orders, explained menu items and suggested appropriate alternatives with food allergies.
- Was frequently complimented by customers for going above and beyond my normal responsibilities.
- Trained new employees at various stations throughout the store and devised a more efficient means of communication between cooks and servers.
- Was able to resolve guest complaints quickly and effectively
- Created orders, documented special requirements and discussed needs with kitchen personnel to provide customers with desired food and minimize complaints
- Demonstrated the ability to serve in both a fine dining and a casual, loud environment

BARTENDER

Texas Roadhouse: Manhattan, KS

2021-PRESENT

- In charge of ensuring the safety and well-being of all bar patrons
 - Work well under pressure in a fast-paced environment
 - Cultivate positive customer relationships
 - Ensure that customers receive prompt and efficient service
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EDUCATION

BACHELOR OF SCIENCE IN KINESIOLOGY, MINOR IN BUSINESS ADMINISTRATION

Kansas State University

August 2021-May 2025

GPA 3.1

SKILLS

- Customer Service
- Sales Expertise
- Business Strategy
- Guest Relations Management
- Communication Skills
- Team Standards