

SOFIIA OSADCHA

Los Angeles, CA • 323-533-5667 • osadchasr@gmail.com

Server / Bartender | Hospitality & Nightlife

Hospitality professional with strong experience in fast-paced restaurant environments. Skilled in customer service, upselling, and high-volume service flow. Background in team leadership and operations enhances ability to stay organized, handle pressure, and deliver exceptional guest experiences. Energetic, personable, and reliable with a strong focus on guest satisfaction.

PROFESSIONAL EXPERIENCE

Restaurant Manager — For The Win, Los Angeles, CA (07/2025 – Present)

- Lead high-volume service shifts ensuring smooth operations and guest satisfaction
- Support staff on the floor during peak hours to maintain fast and efficient service
- Handle customer interactions and resolve issues professionally
- Train staff in service standards, upselling, and teamwork
- Maintain strong communication between front and back of house

Bartender — Club Monaco, Warsaw, Poland (03/2022 – 10/2023)

- Prepared and served alcoholic and non-alcoholic beverages in a fast-paced environment
- Upsold premium drinks to increase revenue
- Maintained clean and organized bar area
- Provided excellent customer service and built rapport with guests

Pastry Cook Assistant — Novikov Beverly Hills, Los Angeles, CA (12/2024 – 07/2025)

- Worked in high-end, high-pressure restaurant environment
- Maintained strict quality and sanitation standards

Store Manager — ZARA, Warsaw, Poland (02/2022 – 03/2024)

- Delivered high-level customer service in a fast-paced retail setting
- Managed transactions, handled customer concerns, and supported team performance

CORE SKILLS

Customer Service • Upselling • High-Volume Service • POS Systems • Cash Handling • Teamwork • Communication • Multitasking • Fast-Paced Environment • Guest Experience

EDUCATION

Bachelor of Science, Psychology — Jagiellonian University, Warsaw (2024)

LANGUAGES

English (Professional) • Polish (Native/Bilingual) • Russian (Native/Bilingual) • Ukrainian (Native/Bilingual)