JULIAN MERCER

BARTENDER

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PROFESSIONAL SUMMARY

Bartender with 7 years in hotel, casino-adjacent, and craft cocktail venues. Serves 200+ guests per shift, pours to cost, checks IDs accurately, and builds loyal regulars through fast, friendly, and responsible service.

PROFESSIONAL EXPERIENCE

Lead Bartender Apr 2023 - Present
Marriott, San Francisco, CA

- Run the lobby bar on Thursday to Saturday nights, serving about 220 guests per shift with a ticket time under six minutes.
- Rotate and rebuild the wine-by-the-glass list quarterly with the food and beverage manager, lifting wine sales about 10%.
- Handle room-charge and card checks accurately, with end-of-night reports balanced to the register on 98% of shifts.
- Built a seasonal cocktail list of six drinks that now account for roughly 30% of the bar's cocktail sales.
- Count inventory weekly and keep pour variance under 2%, cutting monthly liquor cost by about 1.5 points against the prior year.
- Train new bartenders and barbacks on responsible service, ID checks, and cutting off intoxicated guests without confrontation.

Bartender Jan 2021 - Mar 2023
Yard House, San Jose, CA

- Poured from a 100-tap beer wall and a full cocktail menu while handling 150 covers per night on weekends.
- Worked with servers to keep the service well stocked so tickets cleared within the target time.
- Resolved check disputes calmly and comped only with manager approval, keeping voids below 1% of sales.
- Suggested draft pairings with kitchen specials, raising food-and-drink combined checks by roughly 7%.

Bartender Jun 2019 - Dec 2020
Buffalo Wild Wings, Fremont, CA

- Ran a busy sports bar during game days with 90 guests at the rail, keeping drinks moving with two-minute service.
- Managed a 20-seat bar top solo on weekday lunches, serving food and drinks and keeping tabs organized.
- Closed out registers each night with accurate cash counts and tip reports across a 14-month stretch.

Barback Jul 2017 - May 2019
Gordon Biersch Brewery Restaurant, San Jose, CA

- Stocked ice, glassware, and kegs before each shift so bartenders never ran out of product during peak hours.
- Cleaned draft lines weekly to brewery standards, preventing off-taste complaints on tap beers.
- Learned the full menu and moved up to bartender after a two-month shadowing program with senior staff.

Food Runner Mar 2016 - Jun 2017
TGI Fridays, San Jose, CA

- Delivered hot food to tables within two minutes of the ticket coming up and confirmed orders with guests.
- Memorized table numbers and menu items quickly, and servers requested me on weekend dinner shifts.

CORE SKILLS

Classic and craft cocktails | Responsible alcohol service | ID verification | Pour cost control | POS systems | Inventory counts | Menu development | High-volume service | Cash handling | Guest relations | Draft system care | Barback training

EDUCATION

Hospitality Management Certificate, Foothill College, Los Altos Hills, CA

CERTIFICATIONS

California RBS Alcohol Server Certification | ServSafe Food Handler | TIPS Alcohol Certification