

YATMUND CHRISTIANSEN

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Passionate, dedicated and skilled professional that is adaptable in a variety of situations and roles.

Always willing to learn about other departments, roles and third party partners, to build better communication and understanding. Thus, creating stronger partnerships, and help grow the company to greater heights.

High level technical support experience, not just with hardware and Point of Sale systems, but also with third party integrations and software.

Ability to work with sales team and prospects to get the solution needed out of the product in order to close the sale whilst ensuring that the solution presented don't prevent any difficulties to the technical and implementation teams.

Key Skills

API Integrations Support	Technical Support	Basic HTML, CSS
Advanced Networking	Advanced Windows Knowledge	Basic Linux Knowledge
Partnership Management	Implementation	Quality Assurance

Experience

Revel Systems, Australia and United Kingdom

2014 to Current

Client Success Manager
Integrations and Software Support
Account Manager
Fulfilment Engineer

During my time at Revel Systems, I've progressed through multiple roles as my skillset and knowledge grew. From starting as a Fulfilment Engineer where testing of hardware prior to sending to clients meant that hardware was fully tested and working ensuring an easier install for the client success manager along with a better overall experience for the client.

Moved into Account Manager only after a few months, this role was newly created in APAC for me, due to my passion for always putting the client first. This role helped me gain knowledge on all areas of the Revel Point of Sale. It was the job of the Account Manager to not only have a good relationship with clients, but also upsell any features of Revel that the client would benefit from.

As Account Managers became more of a support role after a year whereby clients would be calling directly to the Account Manager and not the Support line, it made sense to move the Account Managers into support. Here I had the choice of different support roles. I chose Integrations and Software Support, as my knowledge of API Integrations was incredibly limited and as such I felt I would grow more within Revel and my career if I dove straight into it.

Integrations and Software Support, meant I gained valuable partnerships with third party companies. Through my work with them, meant that both Revel and Partners grew together as clients were always our top priority.

As we opened our London office, an opportunity came up as a Client Success Manager. Here not only was implementing and supporting new clients a must, it became clear the UK office needed more support in general in key areas of sales engineering, partnership management and training of the sales team.

Catalina Restaurant, Rose Bay

2012 to 2014

Assistant Sommelier

With a high number of regular clientele whom enjoyed good and expensive wine, one of the key aspects of this role was to ensure an exemplary wine service.

With an extensive 3 goblet wine list, stock control and tidiness of the cellar were of utmost importance as storage space was limited. Also knowledge of all wines, regions and vintages were highly regarded.

Even though just the Assistant, the shifts were opposite of the Head Sommelier and thus I was the only Sommelier on duty during services, therefore I had to keep a keen eye on the wine service of the whole restaurant.

Flying Fish Restaurant, Pyrmont

2011 to 2012

Assistant Sommelier

This role entailed many other duties apart from just wine service and stock ordering. Staff training was one of the key roles but also closing the restaurant and supervising staff.

Being a standalone restaurant, one worked closely with the Chef to ensure proper food and wine matching, but also being more responsible for beverage costs and ensuring to continually find ways on improving beverage revenue.

During service, focusing on sales, up-selling and also ensuring a more personal service with guests.

Multi-tasking was essential as some days being short staffed meant to not only being the sommelier on duty but also having to run a section or be host at the same time.

Implemented a new roster spreadsheet that forecasted wage costs and also cashiering spreadsheets that automated various food and beverage costs, staff tips and weekly reports.

Having advanced skills in computers, was instrumental in setting up the new Point of Sale system to get it to a workable and efficient state and on the spot repairs if needed.

Food and Beverage Attendant

Whilst at the establishment, numerous roles were given. From bartending, wine waitering, food running to the setup of functions.

Due to the all-inclusive rates in which the resort operates with, up-selling was an essential part in ensuring additional revenue and thus became an integral part of the role.

Being a part of the Luxury Lodges of Australia, personal service was of the utmost importance. Going above and beyond guests expectations is a vital part in making certain that the resort is at the top of it's class, not only in Australia but also the world.

With being such a small and boutique resort in terms of staff and occupancy, one must deal with various departments closely and effectively. This means communication is of high importance as is co-operation and offering ones assistance to other departments.

Restaurant Supervisor/Sommelier

Being the Restaurant Supervisor and Sommelier, various duties were involved and multi-tasking was essential. From looking after a 150+ bottle wine list, to opening and closing the restaurant and training staff to achieve better standards in all aspects of service.

Weekly stock take duties and also being accountable to the owner and accounts department with any stock variances that occurred.

Bartending when short staffed in the restaurant, on top of supervisory and sommelier duties.

Ensuring end of shift cashiering is correct, and properly processed.

Dealing with any customer complaints that may arise and ensuring the best outcome for the guest, flow of service and the company.

Education

***Wine and Spirits Education Trust Level 3 Advanced
Hospitality (Sommelier) Certificate 3***

Commercial Cookery Certificate 3