

RESUME #230

Highlights of Qualifications

- Highly motivated and hard working
- Excellent customer service skills
- Detail oriented with the ability to multi-task
- Completed tasks on time and efficiently
- Exceptional team player with the ability to take leadership roles
- Previous experience in production, assembly and construction

EXPERIENCE:

DELI MANAGER, WAL-MART

2/2019- 5/2019

Niagara Falls, NY

- *Supervised a staff of up to 4 team members per shift*
- Assist and lead in all roles of operations from set up, cleaning and sanitizing, pre-portioning and preparing food items, tracking all waste and accidents.
- Provide excellent customer service and ensuring customers are satisfied
- Prepare, cook and ensure the hot food bar remained stocked and at safe temperatures
- Deep clean and sanitize work area daily
- Enter and record all data into a hand held monitoring scanner multiple times throughout the shift, reporting food temperatures and quantities

FLOOR SUPERVISOR, MC DONALD'S

5/2018-11/2018

Niagara Falls, NY

- *Supervised a staff of up to 12 crew members per shift*
- Assist in all roles and positions as needed including: cooking, counter, drive thru, packaging and cleaning
- Perform various financial activities, such as cash handling, deposit preparation
- Resolve customer complaints regarding food service
- Compile and balance cash receipts at the end of the day or shift
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards
- Perform food preparation and serving duties
- Train workers in food preparation, and in service, sanitation, and safety procedures
- Supervise and participate in kitchen and dining area cleaning activities
- Control inventories of food, equipment, smallware, and report shortages to designated personnel
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements
- Specify food portions and courses, production and time sequences, and workstation and equipment arrangements
- Record production, operational, and personnel data on specified forms
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems
- Forecast staff, equipment, and supply requirements, based on a master menu
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety

STORE OPERATIONS MANAGER, GET FRIED

8/2017-3/2018

Niagara Falls, NY

- *Supervise a staff of 2 to 3 crew members*

- Perform all duties including opening store for business, cooking menu items as requested and closing store at end of day
- Review financial statements, sales or activity reports, or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.
- Assisted with preparing staff work schedules and assigning specific duties.
- Perform personnel functions such as selection, training, or evaluation
- Perform sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory
- Assist in all roles and positions as needed including: cooking, counter, packaging and cleaning
- Perform various financial activities, such as cash handling, deposit preparation
- Resolve customer complaints regarding food service
- Compile and balance cash receipts at the end of the day or shift
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards
- Train workers in food preparation, and in service, sanitation, and safety procedures
- Control inventories of food, equipment, smallware, and report shortages to designated personnel
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements
- Specify food portions and courses, production and time sequences, and workstation and equipment arrangements
- Record production, operational, and personnel data on specified forms
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems

SHIFT SUPERVISOR, DAIRY QUEEN

6/2017-9/2017

Niagara Falls, NY

- *Supervise a crew of 5 team members*
- Same duties as previously listed
- Assist and lead in all aspects of operations from preparing menu items, operating cash registers, money handling, balancing cash registers and credit card transactions, recording waste and ensuring proper sanitizing and cleaning of restaurant

EDUCATION:

Associate's Degree in Criminal Justice

Bryant & Stratton College of Buffalo, NY

General Education Diploma

Baltimore, MD