

# RESUME #231

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## **Objective**

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company *in Sales, Retail, Customer Service, or as applicable*, utilizing my skills, training, and experience

## **Summary of Qualifications**

- Over 2 years' experience as a Supervisor in the food service industry in a restaurant and kitchen setting, managing up to 13 employees, directing various duties including replenishment of supplies and product, tracking inventory, tending to customers' needs, and more, meeting and/or surpassing all customer expectations
- Over 5 years' experience providing uncompromising highest standards of customer service in the restaurant, and service industry, assisting customers with their orders, complaints, and overall satisfaction
- Operates credit card readers, cash registers and maintains balanced drawers
- Operates pizza ovens, grills, and fryers
- Operates commercial dishwashing machines
- Familiar with Computers including knowledge of Microsoft office products including word, excel and more
- Strong communications, math skills, analytical, and problem solving skills
- Establishes rapport with a diverse customer population, forging and maintaining strong relationships, encouraging repeat business
- Works well independently or collaboratively in a team environment

## **Professional Experience**

06/18-09/18

### ***Summer Counselor***

Niagara County Employment & Training Dept., Niagara Falls, NY

03/17 - 09/17

### ***Delivery Driver/Crew member***

Franco's Pizza North Tonawanda, NY

- Driving and delivering orders to customers in a timely fashion
- Food and supply preparations, including dough and sauce prep, constructing boxes, packing food for deliveries and more
- Greeted and assisted customers in a friendly manner receiving their food and beverage orders and on deliveries
- Placed customer orders and cashed-out customers using credit card readers and cash registers, returning exact change as needed, and maintaining balanced drawers
- Maintained highest standards of customer service even during high volume, fast paced operations
- Kept all areas clean and organized in dining room and kitchen areas

06/12 - 10/16

### ***Cook/Supervisor***

Shannon's Pub, North Tonawanda, NY

- Began work as a dishwasher and during my employment continued to increase my duties and ending my time at the Shannon Pub as a Night/Weekend Kitchen Supervisor

- Responsible to supervise the kitchen and waitress staff during the night and weekend hours of operation.
- Expected to monitor product inventory levels to advise Kitchen Manager if and when ordering was necessary.
- Required to interact with Kitchen Manager on upcoming menu items and perform necessary prep work.
- Determined restaurant business volume during shift assignments and adjusted kitchen and waitress staff levels.
- Responsible for all aspects of the preparation and serving of night/weekend lunch and dinner menus.

## **Education**

*Business Administration*, 2016-present

*Liberal Arts Math & Science*, 2014-2016

Niagara County Community College, Sanborn, NY

*Regents Diploma*

North Tonawanda High School, North Tonawanda, NY