

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Smoky’s Barbecue Pit - Company / Location

MONTH YEAR - Present

- Flexibly moved between front-of-house and back-of-house duties to provide an efficient, optimized customer experience
- Managed the 10-person waiting team, contributing to many 5-star customer reviews for friendly, fast service
- Supervised night closing duties, including reconciling the cash drawer, cleaning and servicing the smokers, and restocking table condiments
- Upsold nightly specials, earning the title of Highest Sales for six consecutive months
- Oversaw proper food storage according to FDA compliance standards

Page-by-Page Books - Company / Location

MONTH YEAR – MONTH YEAR

- Trained and supervised the cashier team, including proper POS system usage, cash drawer reconciliation, and Loyalty Club promotion
- Streamlined inventory and restocking, improving order efficiency by 36% and reducing out-of-stock titles by 71%
- Recommended titles according to customer preferences, based on high-level knowledge of various genres and authors
- Earned a 96% positive feedback score from in-store and digital surveys
- Received manager commendation for excellence in friendly, interpersonal communication and tactful handling of high-pressure situations

Project Experience

- Headed the rollout of the Page-by-Page Books Loyalty Club program, including designing the punch cards, writing the customer script, and constructing a full-scale social media campaign
- Worked alongside the owner of Smoky’s Barbecue Pit to create weekly menu specials that reduced food waste and increased sales
- In both roles, moved into supervisor positions due to my consistent customer service commendations and performance record

Education

State Community College - Associate of Hospitality and Restaurant Management

Anticipated Graduation Date: May 2024

- GPA: LIST
- AWARD
- AWARD

State High School - High School Diploma

2018-2022

- 3.87 GPA
- AWARD
- AWARD

Skills

Expertise

- Kitchen equipment cleaning and maintenance
- Knowledge of POS systems
- Inventory management
- Customer service and interpersonal communication
- Critical thinking and creative problem-solvin

Licenses & Accreditations

Licenses Licenses & Accreditations

- ServSafe Food Handler Certification