

NAME

TITLE

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Profile

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Experience

Manager - Cake & Steak: Store #214, Denver, CO

September 2019 – Present

- Implemented a national marketing campaign with local additions to appeal to a Denver customer base and a 7% increase in sales.
- Trained newly hired employees for Colorado stores #214, #216, and #308 according to franchise regulations and guidelines.
- Devised and submitted additions to the national daily operations manual to improve efficiency by 3% on a monthly basis.
- Delegated tasks to the appropriate department and employees to boost productivity, stepping in to assist when necessary.
- Maintained communication with other franchise managers, regional managers, and national stores for problem-solving and consistency.

Restaurant Manager - Smith Family Restaurant, Albuquerque, NM

May 2005 – August 2019

- Completed probation and annual employee performance and wage reviews, including documentation.
- Trained FOH staff and delivered additional training for special event drink pairing experiences.
- Streamlined inventory and ordering process, including re-evaluating merchant networking which resulted in a 15% reduction in delivery costs.
- Responsible for daily operations, including opening for breakfast service and closing after the kitchen staff had cleaned the kitchen.
- Resolved customer complaints to the satisfaction of all parties quickly and efficiently.

Project Experience

- Wrote new delivery and take-out-only guidelines for Cake & Steak employees in 2020, which were adopted nationally.
- Managed the first-place team for the 2010 Casper restaurant wars competition, which included a full menu and pop-up restaurant design.
- Colorado representative and Secretary for the National Cake & Steak board in charge of new policies.

Education

Master of Business Administration -Colorado State University, Fort Collins, CO
2010

Graduate Cert. Business Management - Colorado State University, Fort Collins, CO
2004

Bachelor of Science Business Administration -
Colorado State University, Fort Collins, CO - *1998*

Skills

Expertise

- Proven cost-control expert
- Trained in performance and wage reviews
- Conflict resolution techniques
- Budget management
- Marketing and advertising

Languages Spoken

- English
- Spanish

Licenses & Accreditations

Licenses Licenses & Accreditations

- ServSafe
- Certified Restaurant Manager (CRM)
- L3 sommelier certification, Colorado | 2020