

RESUME 637

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization, utilizing my extensive skills, training, expertise, and experience

SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in Management roles with restaurants, overseeing all operations, supervising employees, ensuring that all operations were performed according to standard operating procedures, and consistently meeting and/or exceeding all customer expectations
- Experience in the construction / home improvements industry, assisting a wide range interior and exterior projects with carpentry, etc., and remodeling, rough framing, roofing, siding, and windows and doors.
- Experience performing a variety of warehouse duties including shipping and receiving, positioning raw materials and finished products throughout warehouses, performing inventory management, and reporting surpluses and deficiencies to upper management
- provides uncompromising highest standards of customer service in the restaurant industry, assisting both internal customers and customers / patrons with their requirements, preferences, and selections, offering options customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Strong communications, detail-oriented, with analytical and problem-solving skills
- Multitasks effectively, learns new systems quickly, and completes all assignments on time or ahead of deadlines
- Leverages technology to enhance productivity, Windows, MS Office, and POS systems
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Self-starter, working well independently or in team environments

PROFESSIONAL EXPERIENCE

06/10 – 03/21 **Restaurant / Bar Manager**

Club Joey's, Niagara Falls, NY

- Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Review menus and analyze recipes to determine labor and overhead costs, and assign prices to menu items.
- Establish standards for personnel performance and customer service.
- Plan menus and food utilization, based on anticipated number of guests, nutritional value, palatability, popularity, and costs.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services, such as waste removal and cleaning services.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Maintain food and equipment inventories, and keep inventory records.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized.
- Review work procedures and operational problems to determine ways to improve service, performance, or safety.

08/05 – 06/10 **Bartender**

Seneca Niagara Casino, Niagara Falls, NY

- Provided outstanding customer service and personal services to patrons during their gambling experience.
- Served beverages to patrons; describing ingredients and process of making the drink.
- Checked with customers to ensure that they are enjoying their drinks and take action to correct any problems.
- Maintained adequate supplies of items, such as clean linens, silverware, glassware, dishes, or trays.
- Checked identification of customers to verify age requirements for purchase of alcohol.
- Stocked bar with beer, wine, liquor and related supplies such as ice, glassware, napkins, or straws.

05/03 – 08/05 ***Machine Operator***

Smokin Joes, Sanborn, NY

- Operated machinery used in the production process, or assist machine operators.
- Placed products in equipment or on work surfaces for further processing, inspecting, or wrapping.
- Transferred finished products, raw materials, tools, or equipment between storage and work areas of plants and warehouses, by hand or using hand trucks or powered lift trucks.
- Helped production workers by performing duties of lesser skill, such as supplying or holding materials or tools, or cleaning work areas and equipment.
- Measured amounts of products, lengths of extruded articles, or weights of filled containers to ensure conformance to specifications.

02/02 – 05/03 ***Drywall Finisher***

M & M Construction, Lewiston, NY

- Measured and marked surfaces to lay out work, according to schematics or drawings, using tape measures, straightedges or squares, and marking devices.
- Fit and fastened wallboard or drywall into position on wood or metal frameworks, using glue, nails, or screws.
- Measured and cut openings in panels or tiles for electrical outlets, windows, vents, plumbing, or other fixtures, using keyhole saws or other cutting tools.
- Assembled or installed metal framing or decorative trim for windows, doorways, or vents.
- Hung drywall panels on metal frameworks of walls and ceilings in offices, schools, or other large buildings, using lifts or hoists to adjust panel heights, when necessary.
- Trimmed rough edges from wallboard to maintain even joints, using knives.

EDUCATION, TRAINING & ACHIEVEMENTS

High School Equivalent

Lewiston Porter High School, Lewiston, NY