

GENERAL MANAGER / EXECUTIVE CHEF

Summary

Dedicated leader with over 15-year track record as an organized administrative professional with hands-on experience supporting business areas such as accounting, database management and human resources. Collaborative team player with strong communication, decision-making and time management abilities. Â

Highlights

- Report writing
- Computer proficiency
- Service-minded
- Human resource knowledge
- Ability to prioritize
- Motivational leadership style
- Inventory control
- Professional demeanor
- Self-directed
- Time management ability

Accomplishments

Scheduling Â

- Facilitated onboarding of new employees by scheduling training, answering questions and processing paperwork.

Process Improvement Â

- Oversaw implementation of new phone system which resulted in more cost-effective service.

Research Â

- Investigated and analyzed client complaints to identify and resolve issues.

Administration Â

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

Training Â

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

Payroll Assistance Â

- Assisted with payroll preparation and entered data into cumulative payroll document.

Experience

June 2014 to October 2015

Company Name City , State General Manager / Executive Chef

- Coordinated all department functions for restaurant staff.
- Updated employee paperwork and time records.
- Liaised directly with customers to meet needs and maintain satisfaction.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Achieved notable successes in cost control, revenue generation and marketing effectiveness.

May 2013 to May 2014

Company Name City , State Sales Consultant

- Met incoming customers and provided immediate assistance.
- Listened to customer needs and preferences to provide accurate advice.
- Solicited referrals from satisfied clients.
- Answered incoming telephone calls with professional and knowledgeable responses.
- Provided expert product and service information.

September 2012 to April 2013

Company Name City , State Sales Consultant / Service Technician

- Cold-called prospective customers to build relationship.
- Filled out expense reports for accounting.Updated database with customer and sales information.
- Established new customer accounts.Evaluated competitors and performed market research.
- Worked as technician cleaning up after different biological hazards including crime scene cleanup, flooding, and fire restoration.

June 2012 to August 2012

Company Name City , State Forklift Driver

- Transported construction and scaffolding materials for a turnaraound in a chemical plant with large forklift
- Transported employees around job site using passenger vehicles, trucks and vans.
- Maintained strict adherence to safety protocols required by client.

April 2011 to May 2012

Company Name City , State Operations Manager

- Oversaw the development and launch of customer database
- Boosted company efficiency through technology upgrades and process improvements.
- Optimized the overall customer experience through establishing procedures for handling issues over the phone.
- Identified inefficiencies and made recommendations for process improvements.

November 2009 to March 2012

Company Name City , State General Manager and Trainer for New Restaurant Openings

- Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met.
- Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions.
- Optimized profits by controlling food, beverage and labor costs on a daily basis.
- Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.

March 2009 to October 2009

Company Name City , State Swing Manager

- Scheduled and directed staff in daily work assignments to maximize productivity. Efficiently resolved problems or concerns to the satisfaction of all involved parties. Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met. Assigned tasks and oversaw the direction of employees to ensure compliance with food safety procedures and quality control guidelines.

Education

1988

GED

City , State , United States

GED

I grew up in Guadalajara, Mexico and attended home school taught by my mother. I later received my GED. I also have the following training.

Basic Vocational Certificate: Restaurant Operations

Basic Vocational Certificate: Culinary Management

Coursework in Business, Restaurant and Hotel Management

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Interests

Cooking, computers, sailing, golf, travel, working, and family.

Additional Information

- I am fluent in Spanish. I believe that hard work, integrity, honesty, and diligence will help me succeed in meeting my goals and adding value to the company I work for.

Skills

Advertising, Automobiles, Consultant, Customer Relations, Data Management, Financial Planning, Food safety, Hiring, Inventory Control, Inventory Management, Managing, marketing, materials, Network design, Network, New Construction, Payroll, Performance Appraisals, Personnel, Policies, Project Management, Restaurant Operations, Retail, Safety, Sales, Spanish Speaking, Supervision, Telecommunications, Equipment Operations and Maintenance.