

Resume 1020

OBJECTIVE:

Experienced Shift Supervisor with a strong background in fast food operations, team leadership, and customer service. Proven ability to manage shifts efficiently, maintain high standards, and ensure customer satisfaction. Seeking to leverage my skills and experience to contribute to the success of your organization.

SUMMARY OF QUALIFICATIONS:

- Provides uncompromising highest standards of customer service to both internal and external customers, assisting individuals with their product/service requirements, offering solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any setting
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Dedicated employee, detail-oriented, and learns new systems quickly
- Well organized and communications skills
- Multi-tasks efficiently, learns new systems quickly, and completes all duties on-time or ahead of deadlines
- Works well independently or in a team environment

PROFESSIONAL EXPERIENCE:

09/2024 – 09/2026

Manager

Seneca Niagara Casino –Three Sisters Cafe, Niagara Falls, NY

- Oversaw daily operations of the café, including staffing, scheduling, and shift coverage for a team of employees
- Hired, trained, and supervised front- and back-of-house staff, including servers, cashiers, and kitchen personnel
- Monitored food quality, presentation, and service standards to ensure a consistent guest experience
- Managed inventory levels, placed vendor orders, and controlled food and labor costs to meet budget targets
- Ensured compliance with health department regulations, food safety standards, and casino operational policies
- Handled guest complaints and service issues, resolving concerns quickly to maintain satisfaction

09/2022 – 09/2024

Shift Supervisor

Burger King, Niagara Falls, NY

- Supervise and coordinate the activities of team members during shifts, ensuring smooth and efficient operations.
- Train new employees on company policies, procedures, and job responsibilities to ensure consistency and quality.
- Monitor inventory levels and place orders as needed to maintain adequate stock and reduce waste.
- Handle cash transactions, reconcile cash drawers, and prepare daily financial reports.
- Provide exceptional customer service, addressing customer concerns and resolving issues promptly and professionally.
- Ensure compliance with health and safety regulations, maintaining a clean and safe work environment.

06/2020 – 09/2022

Housekeeping

GJ's Landscaping Company, Niagara Falls, NY

- Performed cleaning duties such as sweeping, mopping, and vacuuming to maintain a clean and orderly environment.
- Cleaned and sanitized bathrooms, kitchens, and other areas according to health and safety standards.
- Changed linens, make beds, and replenish supplies in guest rooms or residential spaces.
- Handled laundry duties, including washing, drying, folding, and ironing clothes and linens.

05/2022 – 07/2022

Delivery Driver

Sammy's Pizzeria, Niagara Falls, NY

- Delivered pizzas and other food items to customers in a timely and efficient manner, ensuring orders are accurate and complete.
- Provided excellent customer service by greeting customers, handling payments, & addressing any concerns/complaints.
- Used GPS and local knowledge to navigate routes and deliver orders quickly.
- Maintained cleanliness and organization of the delivery vehicle and ensure it is in good working condition.

06/2020 – 09/2020

Driver

UBER, Niagara Falls, NY

- Provided safe and timely transportation for passengers using the Uber app, ensuring a positive experience from pick-up to drop-off.
- Maintained a clean and well-maintained vehicle, adhering to all safety and maintenance standards.
- Assisted passengers with entering and exiting the vehicle and handling luggage as needed.
- Responded promptly to ride requests, managing time effectively to maximize trip efficiency.

05/2018 – 11/2019

Assembly Line

CeraVe, Daytona Beach, FL

- Operated and monitored machinery used in the production of CeraVe lotion, ensuring adherence to safety and quality standards.
- Performed routine inspections of equipment to prevent malfunctions and ensure smooth operations.
- Assembled and packaged CeraVe lotion products according to company specifications and production schedules.
- Conducted quality control checks to identify and rectify any defects or inconsistencies in the products.
- Collaborated with team members to meet daily production targets and maintain a clean and organized work area.
- Followed safety protocols and guidelines to ensure a safe working environment for all employees.

EDUCATION and TRAINING:

ServSafe Certification

Burger King Training Store, Tonawanda, NY

High School Diploma

Niagara Falls High School, Niagara Falls, NY