**Summary**

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Manager with expertise in recruiting, interviewing, and onboarding service industry team members. Proven effective at selecting valuable candidates which address immediate company needs. Maintains clear focus on meeting and exceeding organizational targets while maintaining compliance alongside employees and customer satisfaction. Driven to maximize resource utilization and boost performance with proactive strategies. History of enhancing collaboration and controls across all areas of company operations.

**Skills**

Product and Service Knowledge

Sales Monitoring

Strategic Planning

Training and Development

Project Management Abilities

Mentor Staff

Customer Rapport

Managing Consumer Complaints

Business Development

**Experience**

**Account Manager,** 3/2022 – Current

**Randstad USA** – Fort Lauderdale, FL

A personable and trustworthy account manager performing in a fast-paced sales department. A proven history of fostering client relationships in order to maximize sales volume. Adept at business development and seeking new opportunities from a wide range of clients. A concrete ability to manage all aspects of a sale from start to finish without supervision. Overseeing the entire process from candidate discovery to candidate placement.

**General Manager,** 11/2019 – 3/2022

**Raw Juce** – Weston, FL

Conduct job interviews, lead employee performance evaluations with constructive feedback and reward top sales performers to attract and retain top-quality personnel. Initiate inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand. Review sales reports to enhance sales performance and improve inventory management accuracy. Manage personnel scheduling, facilitating adequate coverage to meet demand. Drive operational efficiency, building customer rapport to foster loyalty and increase sales.

**Server/Bartender,** 11/2017– 11/2019

**Yard House** – Sunrise, FL

Hired as a server with the open of the restaurant and was promoted to bartender after four months. Operated POS terminals to input orders, split bills, and calculate totals. Enforced minimum age requirements for consumption of alcoholic beverages by checking identification. Assisted customers in selecting appetizers, entrees, and desserts and recommended alternative items for dietary restrictions such as allergies.

**Barista,** 8/2015 – 4/2017

**Starbucks** – Coconut Grove, FL

Prepared and served hot and cold beverages such as coffee, espresso drinks, blended coffees and teas. Gave details on coffee blends and preparation descriptions to customers. Protected store assets and facilities by complying with company policies and procedures.

**Staffing Associate,** 12/2014 – 06/2015

**St. Cloud Hospital** – Saint Cloud, MN

Worked as a meticulous and efficient staffing associate where the responsibilities are to place clinical staff throughout departments of the hospital based upon the patient census. When the census is low and the hospital is over staffed, then it was my responsibility to put the staff on call based upon seniority. This was done by using ANSOS and KRONOS.

**Server,** 9/2013 – 12/2014

**Cowboy Jacks** – Saint Cloud, MN

Hired as a hostess and after three months I was promoted to a server. Operated POS terminals to input orders, split bills and calculate totals. Greeted customers, answered questions and recommended specials, wine and desserts to increase profits.

**Education and Training**

**Florida International University** – Miami, FL

Bachelors – Business Administration

**Saint Cloud State University** – Saint Cloud, MN

Associates – Arts

**Cicerone Program’s Certified Beer Server**

2015