

**Agatha Doe**  
(123) 456-7890  
adoe22@email.com  
123 Address Rd, Anywhere, USA

## Profile

Experienced customer service expert and recent BSN graduate working toward a high-energy and dynamic nursing position in intensive care or emergency room nursing. More than 8 years of customer service expertise, including retail and hospitality positions, has culminated in a passion for making a difference for those in need.

## Professional Experience

### **Restaurant Manager, Bumblebee Cafe, Chapel Hill, NC**

*August 2018 - Present*

- Oversee day-to-day restaurant operations, including managing servers and kitchen staff to ensure quality and efficiency
- Make server and kitchen staff schedules and maintain station assignments and floor plans as well as assigning side work and verifying completion before cash out
- Handle customer complaints, including identifying the source of issues and providing support to mitigate negative circumstances
- Manage food and equipment inventory, tracking usage trends, pricing products and placing biweekly orders to keep the restaurant stocked and running smoothly

### **Front Desk Manager, Hilton Hotels, Chapel Hill, NC**

*May 2012 - June 2018*

- Oversee front desk staff, including supervising check-in and check-out processes as well as greeting customers, providing requested services and managing complaints to ensure a pleasant stay
- Maintain guest service standards and manage cleaning schedules
- Provide refresher training to staff members to make sure all hotel staff are knowledgeable about products, services, opportunities, discounts and area attractions
- Manage costs associated with desk staff and complete audit procedures as needed
- Monitor satisfaction trends and provide areas of concern to management when red flags arise

## Education

### **Bachelor of Science, Nursing, University of North Carolina, Chapel Hill, NC**

*August 2015 - December 2019*

- Key Skills
- Customer service skills
- Excellent communication skills
- Management abilities
- Attention to detail