

**Melanie Jackson**  
(111) 222-3333  
youremail@example.com  
444 Downtown Way, Location, VA, 56789

## Profile

Highly motivated Restaurant Manager with more than 12 years of experience in all logistical and operational activities related to the food and beverage industry. Reduced staff turnover to below 26%, significantly improving on the industry average of 100%, annually. Finance background that includes knowledge of cost control mechanisms and inventory tracking that resulted in 12% savings.

## Professional Experience

### **Restaurant Manager, Big Bistro, Bent Mountain, VA**

*April 2010-Present*

- Brought labor cost in line with the budget of 14% of net revenue within a month by implementing new scheduling procedures, creating a net savings of 11%
- Collaborated with several stakeholders to generate a 15% increase in profitability through improved customer service practices
- Designed a comprehensive training program for all customer-facing employees, ultimately increasing employee retention by 32% using coaching and engagement initiatives

### **Assistant Manager, Quick Chicken, Virginia Beach, VA**

*February 2006-March 2010*

- Trained staff of 45+ on customer service and health and safety best practices, improving customer satisfaction by 13%
- Collaborated with drive-through staff to reduce time at the window by 11 seconds with streamlined efficiency practices using a Lean management model
- Increased revenue through the use of social media and app-based loyalty programs by \$500,000, annually

## Education

### **Master of Management, 3.91 GPA**

*Wake Forest University, Winston-Salem, NC, August 2008-June 2010*

### **Bachelor of Hospitality and Tourism, 3.77 GPA**

*Virginia Tech, Falls Church, VA, August 2003-June 2007*

## Skills

- Detail-oriented
- Excellent communication skills
- Highly organized
- Leadership
- Marketing strategist

## Certifications

ServSafe Manager Certified, 2015