

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

Certifications

- ServSafe Manager Certified, 2015

Melanie Jackson

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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.

Key Skills

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