

WILLIAM RILEY

Friendly and engaged professional in the fast food industry. Committed to providing efficient service to customers. Interested in expanding my leadership abilities through formal management training.

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PROFESSIONAL EXPERIENCE

SHIFT LEADER

Hot Pot, San Francisco, CA
November 2019 - Present

- Increased customer satisfaction survey scores by 30% by introducing a more efficient workflow for the busiest periods of the day
- Manage a group of 12-15 employees and create work schedules
- Oversee Health Department inspections and work with franchise owner to act upon recommendations and requirements
- Monitor food and kitchen supplies and place orders for more when necessary

CREW MEMBER

Sam's Sub Shop, Seattle, WA
February 2016 - October 2019

- Handled opening and closing shift responsibilities and ensured store maintained a clean and safe environment
- Trained new employees on standard operating procedures and was responsible for employee handbook distribution
- Occasionally facilitated morning meetings with 10-12 employees present and addressed questions and concerns
- Assisted in reducing drive-thru wait times by an average of 5 minutes

EDUCATION

High School Diploma
Eastern High School, Seattle, WA
August 2015 - May 2019

KEY SKILLS

- Able to work in a fast-paced environment
- Team player
- Reliable
- Clear communication