

Tijon Stokes

Washington, DC 20019

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Willing to relocate to: Washington, DC - Virginia - Maryland

Authorized to work in the US for any employer

Work Experience

Manager

The Escape Game - Washington, DC

August 2021 to Present

My title as Manager at the Escape Room included (but was not limited to):

- The hiring and removal of employees, handling employee hours, managing the schedule and creating an effective team to best benefit the company.
- Keeping track of, ordering, and organizing supplies.
- Handling and tracking Company income (including but not limited to: Bookings, Tips, Sponsorships, etc).
- Maintaining a healthy work environment and encouraging my team to stay goal oriented.
- Ensure the Opening/Closing Operations of my location are carried out daily, On time, and correctly.
- Uphold my team members to the company standards and morals.

This position also required me to learn ASL - American Sign Language

- Responsible for running The Escape Game
- Supervised 10+ employees
- Managed customer relations, inventory management, sales and revenue planning
- Handled day-to-day operations
- Managed shifts
- Made weekly deposits
- Kept sales volume high by The Companies Standards
- Assured customer satisfaction at all times
- Trained New Hires

Head of Staff

Alexandria, VA

August 2021 to January 2022

Independent Contractor

Ace Contracting - Virginia

March 2021 to July 2021

- Liaising with the client to elucidate job requirements, as needed.
- Gathering the materials needed to complete the assignment.
- Overseeing the assignment, from inception to completion.

- Tailoring your approach to work to suit the job specifications, as required.
- Communicating assignment-related issues with the client as soon as they arise.
- Ensuring that assignments are completed according to stipulated requirements.
- Finalizing tasks by predetermined deadlines.

Lead Cashier/Assistant Manager

Popeye's Restaurants - Washington, DC
January 2015 to December 2020

My Duties while working as an Assistant Manager at Popeyes included:

- Accomplishing department objectives by managing staff; planning and evaluating department activities.
- Maintaining staff by recruiting, selecting, orienting, and training employees.
- Ensuring a safe, secure, and legal work environment.
- Developing personal growth opportunities.
- Accomplishing staff results by communicating job expectations; planning, monitoring, and appraising job results.
- Coaching, counseling, and disciplining employees.
- Developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Establishing strategic goals by gathering pertinent business, financial, service, and operations information.
- Defining objectives, identifies and evaluates trends and options, chooses a course of action, and evaluates outcomes.
- Accomplishing financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Maintaining quality service by enforcing quality and customer service standards, analyzing and resolving quality and customer service problems, and recommending system improvements.
- Contributing to team effort by accomplishing related results as needed.
- Promoted to Assistant Manager after 3 Months
- Opened and closed restaurant
- Made bank deposits and money orders on behalf of Aldene Stokes manager
- Enforced company policies and procedures
- Coordinated schedules and assigned clerk and team member shifts
- Promoted to Assistant Manager after 3 Months

Education

Bachelor's degree in Business Administration

Fordham University - Bronx, NY
August 2017 to July 2021

High school diploma

Jay M Robinson High School - North Carolina
August 2015 to July 2019

Skills

- Food service (6 years)
- Communication skills (9 years)
- Construction (1 year)
- Mechanical Knowledge
- Driving (6 years)
- Leadership (6 years)
- Guest Services (6 years)
- Customer support (1 year)
- Computer skills (10+ years)
- Cash handling (6 years)
- Customer service (6 years)
- American Sign Language (2 years)
- Conflict management
- Human resources

Languages

- English - Expert
- Spanish - Beginner

Awards

Alumni English Literature Prize

February 2019

The Alumni English Literature Prize is bestowed each year on the student who writes the best essay of approximately 5,000 words.

Certifications and Licenses

OSHA General Industry Safety and Health

February 2016 to Present

Certified Food Safety Manager

August 2018 to Present

ServSafe

January 2022 to January 2025

Assessments

Numerical reasoning skills — Highly Proficient

September 2021

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs

Full results: [Highly Proficient](#)

Cooking skills: Basic food preparation — Familiar

September 2021

Preparing food, using cooking equipment, and converting ingredient measurements

Full results: [Familiar](#)

Customer service fit — Familiar

September 2021

Measures the traits that are important for success for customer service roles

Full results: [Familiar](#)

Work style: Reliability — Familiar

September 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.