

Imager

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Energetic, self-motivated, honest and responsible service-oriented candidate seeks a full time position to gain experience in the hospitality industry while pursuing a business degree.

Work Experience

Imager

Lowry Land LLC - Oklahoma City, OK

January 2017 to Present

Assistant Manager

Teds Cafe Escondido - Edmond, OK

July 2015 to December 2016

Carefully interviewed, selected, trained and supervised staff.

Interacted positively with customers while promoting restaurant facilities and services.

Correctly calculated inventory and ordered appropriate supplies.

Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within

the restaurant.

Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.

Created fun team building activities to engage staff in up-selling to meet revenue targets.

Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.

Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and

terminations.

Conducted timely performance evaluations for all front of house staff.

Maintained a safe working and guest environment to reduce the risk of injury and accidents.

Oversaw front of house and back of house personnel to maintain adequate staffing and minimize overtime.

Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional

food and service.

Completed monthly profit and loss explanations for my unit and presented results to in meetings with all units.

Created, reviewed, and posted all schedules for all front of house and back of house staff.

In charge of creating agenda for monthly server trainer meetings as well as insuring attendance and positive motivation of training staff.

Sales Specialist

Golfsmith International - Oklahoma City, OK

April 2014 to July 2015

Responsibilities

1. Sales/Master Club Fitter

2. Cashier

3. Club building

Accomplishments

Top sells associate in store/Top ten in region monthly

Assistant Manager

Buffalo Wild Wings - Moore, OK

September 2013 to March 2014

Opened and closed the restaurant (duties included counting the safe, preparing floor chart, etc.).

* Prepared weekly schedule for Cashiers/Hostess.

* Addressed and resolved customer complaints (on phone and in person).

Bankruptcy Delinquency Associate I

Midland Mortgage - Oklahoma City, OK

October 2012 to September 2013

Temp through Jacobi Kelley Personnel)

* Worked with attorneys to ensure timely filing of legal documents.

* Researched fees and made mortgage loan account adjustments as necessary.

Server/Banquet Server

Rose Creek Country Club - Edmond, OK

April 2012 to September 2012

Provided courteous and efficient service in a golf course/country club setting.

- * Set up and broke down ballroom for events (i.e. tables, chairs, dance floor, etc.).
- * Filled in as bartender/answered phones for To-Go orders.

Banker (Teller)

BancFirst - Oklahoma City, OK

May 2011 to November 2011

Conducted daily drawer cash management (branch leader in transaction volume).

- * Delivered efficient customer service in fast-paced environment.
- * Recommended and sold additional products to customers (i.e. online banking, new accounts, and loans).

Assistant Office Manager

Mathis Brothers Furniture

November 2010 to March 2011

Managed team of two (2) supervisors and twenty (20) cashiers.

- * Addressed and resolved customer complaints.
- * Prepared and evaluated "pay-for-performance" reports for cashier bonuses.

Cashier Supervisor

Mathis Brothers Furniture

December 2009 to November 2010

Reviewed and processed customer credit applications.

- * Completed appropriate IRS compliance reports for large cash transactions.

Cashier

Mathis Brothers Furniture

September 2009 to December 2009

Counted and reconciled daily register till. Handled large sums of money.

* Recommended and sold additional products to customers (i.e. furniture protection).

* Reviewed and verified tax exempt status for sales tax collection.

Education

University of Central Oklahoma Edmond, OK

2008 to 2008

Oklahoma State University

2007 to 2008

Putnam City Original High School Oklahoma City, OK

2003 to 2007