**NAME**

Phoenix, AZ | (716) 555-0100 | m.riley@live.com |

**Objective & Profile:**

Experienced professional with seven years of experience seeking opportunities where I can make an impact and contribute to an organization's growth and success. My abilities and expertise extend beyond what I have listed below, with excellent communication, organization, and time management skills and a proven track record of building effective working relationships across all levels of organizations.

**Experience, Skills & Abilities:**

* Recruit, hire, train, and coach over 30 staff members on customer service skills, food & beverage knowledge, sales, and health & safety standards.
* Reduced costs by 7% through controls on overtime, operational efficiencies, and reduced waste.
* Consistently exceed monthly sales goals by a minimum of 10% by training FOH staff on upselling techniques and by creating a featured food and beverage program.
* Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
* Grew customer base and increased restaurant social media accounts by 19% through interactive promotions, engaging postings, and contests.
* Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.
* Successfully redesigned existing inventory system, ordering, and food storage practices, resulting in a 6% decrease in food waste and higher net profits.

**Work Experience:**

**Restaurant Manager | Contoso Bar and Grill | September 2016 - Present**

**Restaurant Manager | Fourth Coffee Bistro | June 2013 – August 2016**

**Education & Certification**