



JOHNATHAN REED

About Me

Motivated retail professional transitioning into fast food management with over 10 years of experience leading teams, managing operations, and delivering excellent customer service. Skilled in supervising staff, resolving conflicts, and improving processes to enhance customer satisfaction. Eager to bring strong leadership and proven work ethic to a supervisory role in the fast food industry.

Contact

-  (555) 987-6543
-  johnathan.reed@email.com
-  Dallas, TX

Skills

- Leadership & Team Development
- Customer Service Excellence
- Training & Performance Coaching
- Scheduling & Shift Coordination
- Cash Handling & POS Systems
- Inventory Control & Ordering
- Conflict Resolution
- Fast-paced Work Adaptability

Education

Associate of Applied Science in Business Administration
Dallas Community College – Dallas, TX

Certifications

- ServSafe Food Handler (2023)
- CPR & First Aid Certified (2022)
- Leadership Development Training – Target Corporate (2019)

Experience

Assistant Store Manager – Target
Dallas, TX

2016 – 2024

- Supervised a team of 20+ employees, including cashiers and floor associates, ensuring smooth day-to-day operations.
- Coached and trained staff on customer service standards, resulting in a 15% improvement in customer satisfaction scores.
- Handled scheduling, monitored attendance, and adjusted staffing needs to meet peak demand.
- Managed daily cash deposits, balancing registers, and reducing errors by 20%.
- Led conflict resolution with both staff and customers, improving workplace morale.

Shift Supervisor – Starbucks
Dallas, TX

2010 – 2016

- Led daily store operations during high-volume shifts, overseeing 10+ baristas and ensuring excellent customer service.
- Increased customer satisfaction ratings by 15% through staff coaching and speed-of-service improvements.
- Conducted onboarding and training for 25+ new employees, emphasizing food safety and consistency in quality.
- Assisted in ordering and inventory management, reducing product waste by 20% while maintaining stock accuracy.
- Implemented a new "shift handoff" process that reduced transition errors by 30% and improved operational flow.
- Recognized multiple times for reliability, teamwork, and leadership potential by district management.

Additional Information

- Open to flexible scheduling, including evenings, weekends, and holidays.
- Fluent in English and Spanish, allowing for stronger communication with diverse staff and customers.
- Passionate about building team culture, mentoring employees, and creating positive dining experiences.

Maria Thompson

About Me

Dedicated and adaptable professional returning to the workforce after a five-year career break to manage family responsibilities. Bringing strong organizational skills, customer service experience, and proven leadership abilities from both professional roles and community volunteer work. Highly motivated to re-establish a career in customer service and administration.

Contact

-  (555) 123-9876
-  maria.thompson@email.com
-  Houston, TX

Skills

- Customer Service & Client Relations
- Organization & Time Management
- Problem-Solving & Adaptability
- Team Collaboration & Communication
- Microsoft Office (Word, Excel, Outlook)
- Scheduling & Record Management
- Conflict Resolution
- Strong Work Ethic

Education

- Bachelor of Arts in English**
University of Houston – Houston, TX Graduated: 2011
 - Relevant Coursework: Business Writing, Public Speaking, Computer Applications for Professionals, Communication Strategies
 - Senior Project: Researched and presented on the impact of workplace communication on employee productivity
- Professional Development (During Career Break)**
 - Online Course: Business Communication for Professionals – Coursera (2023)
 - Online Course: Microsoft Excel for Business – LinkedIn Learning (2023)
 - Return to Work Training Program – Workforce Solutions Houston (2024)
 - Attended local workshops on time management, digital literacy, and customer service best practices

Experience

- Volunteer Coordinator – Local Food Bank**
Houston, TX 2020 – 2024
 - Organized weekly schedules for 30+ volunteers, ensuring smooth operations and adequate staffing.
 - Assisted in training new volunteers on procedures and safety guidelines.
 - Implemented a donation tracking system that improved accuracy by 25%.
- Administrative Assistant – Johnson & Associates Law Firm**
Houston, TX 2012 – 2019
 - Supported a team of 6 attorneys with scheduling, client communications, and case file management.
 - Drafted, proofread, and formatted legal correspondence, contracts, and presentations.
 - Maintained electronic and paper filing systems, improving retrieval efficiency by 30%.
 - Handled confidential client records with strict adherence to privacy policies.
- Customer Service Representative – AT&T Wireless**
Houston, TX 2008 – 2012
 - Assisted an average of 50+ customers daily in resolving billing, service, and technical inquiries.
 - Consistently ranked in the top 10% for customer satisfaction scores within the region.
 - Promoted new service packages, leading to a 20% increase in upsells.
 - Collaborated with team members to streamline call-handling procedures, reducing wait times.

Additional Information

- PTA Volunteer – Assisted with event planning, budgeting, and fundraising activities for local elementary school (2019–2024).
- Strong commitment to professional growth through ongoing learning and certifications.
- Bilingual: Fluent in English and Spanish.

DIANA MARTINEZ

FAST FOOD OPERATIONS SPECIALIST

PROFILE INFO

Reliable fast food professional with 2.5 years of hands-on experience in diverse restaurant environments. Demonstrated expertise in food preparation, customer relations, and operational support. Consistently maintained 98% attendance record while excelling in high-pressure situations. Seeking assistant manager trainee position to apply strong work ethic and leadership potential in restaurant management.

CONTACT



1(555) 345-6789



diana.martinez@email.com



1Houston, TX

EDUCATION HISTORY

High School Diploma Sam
Houston High School -
Houston, TX

WORK EXPERIENCE

Crew Member

April 2022 - Present

- Prepare fresh burgers, fries, and shakes following company quality standards
- Operate grill, fryer, and prep stations during peak hours, serving 200+ customers daily
- Handle front counter orders and maintain 96% accuracy with complex customizations
- Mentor 3 new employees on food prep techniques and customer service approach
- Maintain spotless work areas exceeding health department cleanliness standards
- Support the manager with daily inventory counts and supply organization

Team Member

August 2021 - March 2022

- Operated fryer stations, preparing chicken, sides, and biscuits to company specifications
- Managed drive-thru orders during lunch rush, maintaining a 4-minute average service time
- Processed payments and handled customer inquiries with a professional demeanor
- Assisted with catering order preparation and packaging for large corporate clients
- Performed closing duties, including equipment cleaning and cash drawer reconciliation

SKILLS

- Food Preparation & Assembly
- Drive-Thru Operations
- Cash Register & POS
- Inventory Tracking
- Equipment Maintenance
- Opening/Closing Procedures

ALEX THOMPSON

V O L U N T E E R S E R V E R

Motivated recent high school graduate seeking an entry-level fast food position to begin a career in food service. Strong work ethic demonstrated through part-time jobs and volunteer activities. Excellent communication skills and positive attitude. Eager to learn new skills while providing outstanding customer service in a team environment.

Education

High School Diploma

Roosevelt High School - Chicago, IL

June 2024

GPA: 3.2/4.0 • Honor Roll (2 semesters)

Experience

Grocery Bagger

Jewel-Osco - Chicago, IL Sept 2023 - May 2024

Assisted customers with bagging groceries and carrying items to vehicles

Maintained clean checkout areas and organized shopping cart returns

Worked 15-20 hours per week while maintaining good school attendance

Demonstrated punctuality with zero late arrivals during employment

Volunteer Server

Local Soup Kitchen - Chicago, IL
Jan 2023 - Present

Serve meals to 150+ community members during weekend events

Follow strict food safety guidelines while handling prepared meals

Work effectively with a diverse volunteer team of 10-12 people

Set up and clean dining areas before and after service

Skills

- Customer Service Cash
- Handling Team
- Collaboration Time
- Management Food
- Safety Awareness
- Problem Solving
- Multitasking
- Communication

Additional Qualifications

- Available for flexible scheduling including evenings and weekends
- Reliable transportation and clean driving record
- Strong math skills for cash handling and order calculations
- Willing to complete food safety certification training
- References available upon request from previous employers

Contact



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JORDAN CHEN

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/in/jordanchen

SUMMARY

Dedicated Business Administration sophomore at University of Georgia seeking part-time fast food crew member position to gain hands-on customer service experience while financing education. Strong academic performance combined with leadership experience and flexible schedule. Committed to providing excellent service while developing professional skills in fast-paced retail environment.

WORK EXPERIENCE

Campus Tour Guide ,University of Georgia Admissions Office August 2023 - Present

- Lead campus tours for 20-30 prospective students and families twice weekly
- Provide excellent customer service while answering questions about university programs
- Maintain a positive, enthusiastic attitude during 90-minute walking tours
- Work a flexible schedule around academic commitments and exam periods
- Collaborate with the admissions team to ensure consistent messaging and quality
- Receive consistent positive feedback scores from tour participants

Resident Advisor , UGA Housing & Residence Life August 2024 - Present

- Supervise and mentor 40 first-year college students in a residence hall
- Handle crisis situations and provide conflict resolution between residents
- Plan and execute monthly programming events for 100+ students
- Maintain detailed records and communicate regularly with professional staff
- Available for on-call duties and emergency responson a e 24/7 rotation

Cashier (Summer Position) ,Target Corporation May 2024 - August 2024

- Processed 150+ customer transactions per day during the busy summer season
- Operated the POS system with 99.5% accuracy in cash handling and inventory
- Provided friendly customer service while meeting speed and accuracy goals
- Worked collaboratively with a team of 15 associates during peak hours

EDUCATION

Bachelor of Business Administration (In Progress) Expected May 2026 University of Georgia • Athens, GA

- Relevant coursework: Business Communications, Marketing, Consumer Behavior
- Member of the Student Business Association and the Future Entrepreneurs Club
- Completed ServSafe Food Handler certification through hospitality coursework

High School Diploma Graduated May 2022 Clarke Central High School • Athens, GA

- Graduated Magna Cum Laude with 3.8 GPA
- Captain of Debate Team - developed strong communication skills
- National Honor Society member

KEY SKILLS

Customer Service

- Professional communication
- Conflict resolution
- Active listening skills
- Multicultural awareness
- Sales-oriented mindset

Academic & Leadership

- Time management expertise
- Team leadership experience
- Academic excellence (3.6 GPA)
- Project coordination
- Presentation skills