

JESSICA CLAIRE

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SKILLS

- Operations Monitoring
- Regulatory Compliance
- Loss Prevention
- Guest Service
- Training Assistance
- Conflict Resolution
- Problem-Solving
- Team Collaboration and Leadership
- Positive Attitude
- Staff Supervision
- Customer Service Management
- Assigning Work
- Quality Inspections
- Inventory Counts
- Client Support
- Policy and Procedure Enforcement
- Staff Development
- Operations Support
- Team Supervision
- Sales Reporting
- Experience in Leadership
- Improvement Plan Knowledge
- Program Evaluation

EDUCATION AND TRAINING

Wayne County Community
College District
Detroit, MI

Liberal Arts And General Studies

SUMMARY

Motivated Shift Leader enthusiastic about helping team members meet and exceed objectives with compassionate leadership. Talented trainer and operational problem-solver with front-line experience and collaborative nature. Resourceful in balancing customer, company and employee needs. Dedicated to an safe environment and upholding standards.

EXPERIENCE

Wingstop Inc. - Shift Lead
Arlington, TX • 08/2021 - Current

- Completed opening and closing duties to facilitate business operations.
- Coached and trained employees and managed daily work assignments to enhance operations.
- Resolved customer complaints and reported issues to senior management.
- Delegated tasks to employees and monitored activities and task completion.
- Upheld company standards and compliance requirements for operations.
- Reinforced rules to promote superior employee performance.
- Held performance reviews to identify and correct areas needing improvement.
- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Supervised and led employees to maintain productivity and customer service levels.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Assisted general manager with operations game plan and company initiatives implementation.
- Planned and managed resources to consistently meet production, quality and cost goals.
- Assessed reports and adjusted workflows to realign with targets.
- Coached team members to increase productivity and reduce workplace accidents.

Wendy's - Truck Support
Dunnigan, CA • 08/2021 - Current

- Counted inventory, resolved discrepancies and completed paperwork to keep system accurate and current.
- Participated in physical inventory counts to keep information accurate and current.
- Coordinated inventory, stocking and ordering.
- Performed inventory cycle counting and identified discrepancies.
- Oversaw efficient receiving and inventory management to keep stock within optimal levels.
- Monitored stocking areas to adjust volumes and storage requirements driven by production activity.
- Received and counted stock items, recording data manually or on computer for inventory purposes.
- Kept work areas clean, neat and organized for optimal productivity and worker safety.
- Stocked shelves, racks and bins with new or transferred merchandise.
- Stored and organized items in tool or supply rooms, allowing for easy retrieval.
- Demonstrated great teamwork skills with staff members involved in production and transport.
- Compared merchandise invoices to items actually received.
- Printed accurate labels and applied to boxes, crates and containers prior to shipment.
- Read orders to verify attributes and quantities of merchandise.
- Read orders to obtain item numbers and located merchandise in bins or on shelves.
- Tracked outgoing orders to provide shipping status to customers.

Seth Ratliff - Agricultural Field Worker
City, STATE • 09/2021 - 08/2022

- Assisted with [Type] harvest by collecting, sorting and packing crops.
- Mowed, weed-whacked and mulched planted areas and lawns.
- Directed and monitored work of casual and seasonal help during planting and harvesting.
- Ordered food for farm animals and arranged for delivery.
- Repaired buildings, fences and other pertinent structures to keep animals properly contained.
- Cared for livestock by regularly feeding and watering animals.
- Mixed animal feed, additives and medicines in prescribed portions.
- Harvested fruits and vegetables by hand.
- Supported animal health by keeping areas clean, neat and properly sanitized.
- Cared for pets during owners' absences.
- Developed long-term relationships with clients and bonded with animals through regular contact.
- Promoted optimal animal health by feeding and watering on regular schedule.
- Prepared food to meet needs of animals under care with appropriate meals.
- Removed waste from kennels, runs and exercise areas and placed in trash receptacles or in-ground septic systems.
- Examined animals for injury or illness and documented symptoms for veterinarian review.
- Attended to sick or injured animals by securing veterinary care and notifying owners quickly of pet's condition.
- Monitored animals during group play sessions for signs of aggressive or fearful behavior.

Burger King - Crew Team Member
City, STATE • 06/2018 - 07/2021

- Greeted customers and cultivated positive experiences in line with company standards.
- Washed dishes, cleaned countertops and sanitized high-use areas.
- Fielded hundreds of customer requests on daily basis varying in complexity and volume with urgency and professionalism.
- Swept, vacuumed and dusted areas periodically to maintain impeccable cleanliness.
- Followed orders of senior leadership with exacting accuracy in moment and without question.
- Served food quickly for positive guest experiences.
- Operated, filled and cleaned beverage fountains by following accurate recipes of industrially packaged beverage mixtures.
- Kept restaurant lobby, front counter and restrooms neat and clean throughout shift.
- Wiped down tables and equipment, swept and refilled stock.
- Organized and restocked supplies to support operations and team productivity.
- Packed fast food products in approved containers, cups and bags.
- Presented orders to guests within anticipated service times.
- Upheld high standards of productivity and quality in operations.
- Demonstrated proper food safety practices by accurately completing quality control checklist.
- Took orders from patrons and input selections into store computer system.