

Alex Linden

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Education

Bachelor of Science in Hospitality Management

Collins College of Hospitality Management

California State Polytechnic University, Pomona

June 2010

Cicerone Certified Beer Server

Work Experience

Alehouse Manager

July 2014-Present

Pyramid Alehouse, Berkeley and Walnut Creek

- Eliminated schedule inefficiencies to improve productivity by over 40%
- Initiated training program to improve overall staff beer knowledge
- Fostered positive work environment to improve staff morale during a time of change in the company

General Manager

November 2013 - June 2014

Taco Asylum

- Coordinate with Breweries and Distributors to enhance craft beer experience for customers by bringing in high quality and rare beers.
- Managed Sous Chef and Kitchen team towards consistent execution of menu while reducing food cost from 32.8% to 24.1%.
- Managed labor to reduce inefficiency and cut cost from 31.7% to 25.6%

Food & Beverage Supervisor

June 2010 - November 2013

Torrance Marriott South Bay and Anaheim Marriott Hotel and San Diego Marriott Marina

- Recognized as leader of the quarter for the total hotel twice
- Made for seamless transition while standing in as Acting Director of Restaurants during hiring process.
- Initiated training programs to increase Guest satisfaction from a #220 ranking to a #2 ranking out of 333 hotels and an increase of 20% in Guest satisfaction.
- Responsible for managing and ordering liquor inventory and reducing beverage cost from 19.7% to 18.6%.
- Created a work environment that lead to a 30% increase in associate satisfaction

Working Lead/Trainer

January 2008- June 2010

Busser/Order Cook/Cashier/Food Prep/Host

Disneyland Resort College Program

New Orleans Main Kitchen

- Proven adaptability when given various work assignments.
- Facilitated team responsible for 6% increases in sales record.