

# Alex Beres

Seattle, WA

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## **Professional Experience:**

### **Potbelly Sandwich Shop (Seattle, WA)**

May 2015-Present

#### *General Manager*

July 2018-Present

- Managing, training, and supporting a team of 10+ employees
- Overseeing store upkeep to ensure shop presentation
- Handling hiring, scheduling, and ordering product from multiple vendors weekly
- Consistently outperforming budgeted sales, hitting COGS and labor benchmarks
- Counting weekly inventory and reconciling data
- Efficiently and professionally communicating with peers and senior leadership team
- Executing large catering orders for events all over Seattle

#### *Assistant Store Manager*

February 2018-July 2018

- Supported General Manager in all facets
- Helped maintain a unified leading team alongside shift leads and manager
- Trained in preparation for transition into General Management role

#### *Shift Lead*

September 2016-February 2018

- Ran peak shifts at highest volume shop in district
- Opening and closing responsibilities as Key Holder

#### *Team Associate*

May 2015-September 2016

## **Education:**

### **Seattle University**

2013-2016

Pursued B.S., Mathematics

### **Boulder High School**

2009-2013

High School Diploma

## **Related Skills:**

- Trained in sanitary food preparation
  - Washington State Food Handler Permit
  - ServSafe Certification
- Experienced in coaching and task delegation
- Proficient in Aloha and NCR Back Office
- Dedicated to providing excellent customer service experience
- Confident in addressing customer feedback and resolving retention issues
- Challenge-oriented. Problem-solver.
- Committed to supporting and maintaining positive team attitudes