

Christopher John Newell

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15+ years experience working in the customer service industry meeting the needs of clients by generating and implementing effective operational policies and procedures. Resourceful and motivated individual that adapts to the needs of customers, employees and business.

SKILLS

- Trainer
- Problem Solving
- Critical Thinking
- Adaptability
- Leadership
- Time Management
- Customer Service
- Collaboration

EXPERIENCE

Chick-Fil-A, Cleburne, TX

December 2022- Present

Director of Drive-thru Operation, December 2022 – Present

- Oversees drive-thru operations and logistics to ensure effective throughput

Chick-Fil-A, Burleson, TX

2007- 2022

General Manager, March 2013 – October 2022

- Oversees business operations and logistics to ensure effective implementation of client needs
- Train new management to execute their roles and responsibilities efficiently
- Resolves conflicts and difficult situations by troubleshooting and providing optimum solutions, policies and procedures
- Demonstrates leadership by managing and mentoring the staff team in order to properly distribute promotions, raises or termination as needed
- Maintains positive and productive relationships with clients to ensure future business
- Coordinates with supply chain contractors to ensure deliveries meet schedule needs and utilizes problem solving skills to preemptively avoid delays
- Resolves customer delays by optimizing store operations and adapting as needs arise
- Coordinates and schedules personnel shifts to manage equipment to ensure optimal equipment use
- Managed business operational needs by delegating among management personnel
- Tracked supply inventory logistics to ensure to maintain optimal levels for operation
- Oversaw acquisition and training of new employees
- Actively monitored the food and labor costs to prioritize staying on or under budget
- Collaborated with coworkers to implement schedules and cover all required shifts and store hours
- Resolved escalated issues involving clients by utilizing customer service skills in order to retain client retention

Manager, June 2011 – March 2013

- Scheduled and assigned personnel to positions that optimally executed operational needs and maintained customer satisfaction
- Balanced the cash registers at the end of shifts to ensure accurate accounts and security of profits
- Reported profit discrepancies or escalation items to senior level management for active resolution
- Maintained positive relationships with clients by actively listening to and addressing their needs

Team Leader, May 2009 – June 2011

- Implemented and executed assignments as assigned by manager
- Managed team by prioritizing effective time management

Team Member, Aug. 2007- May 2009

- Actively listened to customers and management to meet needs and requests
- Prioritized collaborative teamwork

EDUCATION

Dallas Baptist University – Dallas, Tx

May 2011

Bachelor of Arts in Christian Studies

Hill College – Burleson, Tx

May 2009

Associate of Arts