

Luke F. Sousa

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SKILLS

- Skilled at communicating with customers, management, and distributors.
- Experience working in multiple levels of the restaurant business.
- Committed to completing tasks in a timely, organized fashion.
- Comfortable training and aiding new team members.
- Proficient knowledge and experience with P.O.S. Systems.
- Friendly professional attitude that facilitates a productive workplace.

EXPERIENCE

MANAGER, HAWTHORNE DINER; HAWTHORNE, NJ JANUARY 2020 - PRESENT

- Began as server/host and was promoted to manager after four months.
- Managed the 500% increase of third party delivery application orders we saw over the pandemic.
- Trained and retained five members of our current waitstaff for different positions.
- Arranged and accommodated multiple catered events both inside the restaurant and taken out.
- Familiarized with all aspects of the business from inventory to revenue.
- Gained valuable experience managing employees and accommodating costumers.

SEASONAL WORKER, HAWTHORNE DEPARTMENT OF PUBLIC WORKS; HAWTHORNE, NJ SUMMER - FALL 2019

- Attained a great feel for the amount of attention and care a community deserves.
- Was trusted to work independently although considered seasonal.

COOK, WINGS OVER RUTGERS; NEW BRUNSWICK, NJ 2018-2019

- Became accustom to fast pace pressure while preparing, cooking, and expediting.
- Learned to always be clean, organized, and prepared
- Worked Super Bowl Sunday and often dealt with heavy pressure of large orders on time restraints

RENTAL ASSOCIATE, CAMPGAW MOUNTAIN; MAHWAH, NJ WINTER 2016 & 2017

- Fitted costumers and families for boots and skis.
- Worked with a team of people to do jobs around the mountain.
- Familiarized myself with costumer interaction in a resort setting.

EDUCATION

HAWTHORNE HIGH SCHOOL; HAWTHORNE, NJ

Graduated 2017

3.7 GPA