

BRANDON FONTES

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Professional Summary

Proficient Shift Manager knowledgeable about scheduling, money handling and team management. Adept at handling all areas of operations. Eager to develop and advance professionally into a more challenging position.

Experienced Shift Manager highly effective at keeping operations running smoothly and customers satisfied with high-quality, efficient service. Talent for proactively solving problems and keeping team members on task.

Skills

- Inventory controls
- Accurate Money Handling
- Team Leadership
- Training and Development
- Opening and Closing Procedures
- Training and mentoring
- Team Building
- Strategic Planning
- Compassion
- Supervision

Work History

Shift Manager

Feb 2020 - Current

Jimmy John's

Heber, UT

- Adhered to company standards and compliance requirements for operations and cleanliness of all areas.
- Kept employees operating productively and working on task to meet business and customer needs.
- Tracked receipts, employee hours and inventory movements.
- Trained and mentored new employees to maximize team performance.
- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Regularly checked building to confirm maintenance and cleaning met code and regulations.
- Coached crew members to optimize performance and motivate toward more efficient work.
- Consistently exhibited calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set positive example for shift team.
- Exercised composure under pressure and in escalated customer service scenarios.
- Supervised employees and oversaw quality compliance with company standards for food and services.
- Trained back-up associates and led crew members in managing operations of storefront.

- Cooperated with coworkers to improve customer experience and manage storefront.

Cashier

Jul 2019 - Nov 2019

CKE Restaurants Inc.

Heber, UT

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Assisted customers by answering questions and fulfilling requests.
- Educated customers on promotions to enhance sales.
- Checked bills with counterfeit pens and examined coins to spot and refuse foreign currency.

Barista

Nov 2018 - Apr 2019

Meyers

Heber, UT

- Elevated customer loyalty by using strong communication and reasoning abilities to resolve customer problems.
- Maintained supply levels in counter and customer areas to meet typical demands.
- Recommended products based on solid understanding of individual customer needs and preferences.
- Maintained regular and consistent attendance and punctuality.
- Cleaned counters, machines, utensils and seating areas daily.
- Served individually made coffee drinks to over 50 customers daily.

Education

No Degree: Full Stack Web Development

University Of Denver

Denver, CO

High School Diploma

May 2020

Wasatch High School

Heber, UT