**Carlos Ramos**

Reading, Berkshire

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**Personal Statement**

I am an enthusiastic and experience manager who has excellent sales and communication skills with an ability to learn quickly. I am an individual who can work on my own initiative as well as happily working within a team where my natural enthusiasm and ability to solve problems inspires those who work around me. I have a strong background in the Hospitality business as well as Customer service and Management. I am an individual who can adapt to any situation and am now looking to develop my career further and looking for a role in the Software Development business.

**Key Skills**

* Ability to learn quickly
* Finance – cashing up and preparing money for banking
* Analysing sales
* Communication skills
* Multi tasking
* Organisational skills
* Fluent in 3 languages; English, Portuguese, Spanish
* Key holder

**Employment History**

**Assistant Manager**

Marugame 12/2022 -Present

Achievements and responsibilities:

* Responsible for the set up of a new restaurant, including supporting 50 new employees \*\* did you recruit these people?
* Responsible for the working rota for the team ensuring enough employees for peak times
* Managed a team of 50 employees \*\*\* anything else to add\*
* Responsbile for balancing all credit card transactions on a daily basis
* Ensuring the restaurant remains legally compliant ready for inspections

**Shift Manager**

Wendy’s 05/2021 – 12/2022

Achievements and responsibilities:

* Part of a team responsible for the recruitment for 3 new restaurants within 12 months.
* Covered the Manager role for 4 months whilst supporting another restaurant
* Managed a team of 36 employees, analysing customer satisfaction to maximise restaurant operating results.
* Responsible for all administrative tasks including balancing all credit cards and cash transactions.

**Supervisor**

7Bone Burger 07/2019 – 11/2021

Achievements and responsibilities:

* Managed a team of 5 employees, analysing customer satisfaction to maximise restaurant operating results.
* Dealing with customer queries with confidence
* Responsible for all administrative tasks including balancing all credit cards and cash transactions.

**General Manager**

MumMum 02/2019 – 07/2019

Achievements and responsibilities:

* Ensuring smooth running of the restaurant
* Managed 2 chefs and a waiter
* Responsible for stock take, Inventory and Ordering
* Ensured the restaurant remained legally compliant ready for any inspections.

**Other roles undertaken:**

**Waiter**

Achievements and responsibilities:

* Table service for 10-20 tables
* Handled bills and payments both credit cards and cash.
* Bar service
* Open and close restaurant

**Education & Training**

**GCSE**

Escola Agrícola da Paiã, Portugal