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# Connor Ross

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Brisbane, QLD

## Summary

Experienced and effective Restaurant Manager adept in all aspects of successful restaurant management. Equipped with a diverse and promising skill-set, conducive to creating positive team relationships resulting in optimal customer service.

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## Experience

### Sales Representative / Recruitment Consultant

RecruitShop • Brisbane, QLD

10/2020 - 05/2023

- Cultivated strong relationships with clients to ensure customer loyalty.
- Negotiated several deals to introduce new clients to the platform and stay over monthly targets by at least 10%.
- Analyzed competitor pricing and product offerings to ensure market competitiveness

### Restaurant Manager

KFC • Fortitude Valley, QLD

01/2022 - 10/2022

- Streamlined operations and reduced labor costs through the implementation of new workflows and processes
- Proficiently used restaurant POS systems to accurately process orders and payments.
- Restocked supplies and food items to ensure the restaurant was fully prepared for service.

### Assistant Manager

KFC • Fortitude Valley, QLD

10/2020 - 01/2022

- Analyzed customer feedback to identify areas for improvement and implemented strategies to increase customer satisfaction.
  - Managed a team of 50 employees, setting goals and delegating tasks to ensure that deadlines were met.
  - Recruited and trained over 300 team members for several stores to ensure staffing requirements were met.
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## Skills

★★★★★ Effective Time Management, ★★★★★ Customer Service, ★★★★★ Communication Skills, ★★★★★ Ability to Work in a Team, ★★★★★☆ Ability to Work Under Pressure, ★★★★★☆ Initiative and Problem-solving Abilities