

*Alicia Arnold*  
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## SUMMARY

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Accomplished independent business owner with more than 25 years of experience. Solid experience and select strengths in management and team leadership. Unique perspective on ownership through previous experiences.

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## HIGHLIGHTS

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- Managed and trained up to 30 plus employees
- Provide elite customer service and satisfaction
- Ability to resolve escalated problems, potential risks, and conflicts
- Capability to market products to promote new businesses ventures

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## WORK EXPERIENCE

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### **Verona Pizza**

**Las Vegas, Nevada**

**2019 - Present**

- Manager/ supervisor of current employees
- Complete daily banking transactions and payroll duties
- Developer of restaurant menu and advertising needs
- Completes daily inventory of products and order transactions

### **Arneis Italian Beef and Sausage**

**2008 - 2017**

**Harvey, IL**

- Managed restaurant starting during the year of 1985 until ownership in 2008
- Established relationships and partnered with food venders
- Developed and built restaurant menu and Advertising as necessary
- Hired, trained, and supervised all employees
- Provided all functions as necessary and when needed

### **Chicago Marriott Oak Brook**

**2005 - 2008**

**Oak Brook, IL**

- Front Desk Clerk
- Confirmed customer reservations
- Responded to guest needs, requests, and complaints
- Collected payment from departing guests
- Communicated pertinent information to designated departments

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## EDUCATION

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*Alicia Arnold*  
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**Master of Business Administration**

University of Chicago

**Completed 1993**

**Bachelor of Business Administration**

University of Chicago

**Completed 1991**

**High School Diploma**

Mount Assisi Academy

**Completed 1987**