

Edward Pakenham

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To bring to your organization enthusiasm, dedication, responsibility, a good work ethic, combined with a desire to utilize my skills obtained through experience in the Hospitality and Information Technology Industries.

Authorized to work in the US for any employer

Work Experience

Supervisor Nutrition Services/Information Technology Analyst

NorthBay Healthcare - Fairfield, CA
2010 to 2020

- Coached and guided a staff of over 60 employees.
- Responsible to ensure the highest quality of customer service to Hospital patients and guests.
- Responsible for departmental audit readiness for federal, state and local governmental food safety inspections.
- Designed, trained and implemented CBORD Group, Inc IT platforms for Retail and Hospital services.
- Assisted in the ordering and inventory of over a million dollars a year in food, beverage and departmental supplies.

Supervisor/Food & Beverage Consultant

F&B Management LLC - Phoenix, AZ
2000 to 2009

- Supervisor of a Support Desk for a client base of over 1000 customers.
- QA Manager for daily support issues and customer needs.
- Managed the needs/requirements of high revenue accounts through extensive follow-up procedures.
- Full-service Concept Development and Restaurant Management Contracts to Menu Development and Hands-On Opening Support.

Systems Engineer/Senior Installer

Squirrel Systems Inc - San Francisco, CA
1995 to 2000

- Responsible for the installation procedures of new customers in Food & Beverage Industry.
- Responsible for the database building and training for FOH staff and management team.

Restaurant General Manager

Hodge Food Services - Mill Valley, CA
1989 to 1995

Employ an efficient, high-energy and professional approach to store operations management in order to:

- Balance service with costs to ensure profitability.
- Promote guest satisfaction for steady repeat business.
- Coach / schedule servers to maximum levels of performance.

- Monitor BOH for consistent sanitation, food quality and presentation.
- Purchasing and control of inventory with the highest attention to budget guidelines.

Education

A.A.

College of Marin

1993

High school diploma

Skills

- The ability to carry out programs under established policies and command the respect of staff. Problem solving, leadership, and communication skills are some of the qualities developed from my experience in the Hospitality and Information Technology industries.
- CBORD Group, Inc. • FSS (Food Services Suite) • NSS (Nutrition Services Suite) • Accounting • Mobile Inventory • Automate Systems • Epicure Digital Display Systems • Micros POS (8 years)
- A+ Certification CLC San Francisco 1996
- Microsoft Office
- Systems Engineering
- Purchasing
- Restaurant Management
- Operations Management
- Profit & Loss
- LAN
- VMWare
- Procurement
- DNS
- WAN
- TCP/IP
- Computer Networking
- System Administration