**TRACY A. WILLIAMS**

Las Vegas NV Cell (619) 370-6346 mstwilli16@gmail.com

**PROFESSIONAL PROFILE**

Experienced military veteran/contractor with 20 years’ experience in exemplary customer service, human resources, and hospitality management. Highly self-motivated with solid work ethic. Skilled at multi-tasking and maintaining a strong attention to detail. Highly organized, focused and dedicated to completing assignments accurately and efficiently in a timely manner. Focused and meticulous in all financial and regulatory compliance objectives to strategically plan and execute budgets, forecasts, cost-reduction techniques, and safety initiatives. Outstanding communicator and well-versed in employee, vendor, and partner relations. Reliable team player committed to building high-performing teams and boosting production, decreasing costs, and increasing efficiency.

**CORE PROFICIENCIES**

Client relations/Business Development Quality Assurance/Sanitation

HRIS/Payroll Systems Scheduling/Labor Costs

Budgeting/Profit and Loss Management Training/Development

Customer Service Excellence Lean Six Sigma

**EXPERIENCE**

**Unemployed** 04/2020-present

**Manager GFS/Camp Pendleton** 12/2019-4/2020

Managed staff of 36 union personnel. Maintained all files, reports, and updated upper management on deadlines. Took meeting minutes for staff meetings and distributed materials. Processed incoming and outgoing materials such as correspondence, reports, memorandums and other forms of written communication. Routed incoming correspondence through appropriate channels. Drafted and revised documents recorded and filed memorandums for record, employee performance reports, medical correspondence and safeguarded personal information. Generated comprehensive reports regarding incidents, events and important business matters. Performed HR duties including interviewing, hiring, on boarding and terminations. Processed FMLA, LOAs, worker’s comp claims and other medical documents. Managed budget, scheduling and payroll operations. Coached and developed staff in FOH and BOH operations. Trained staff in customer service, food safety and sanitation, HACCP guidelines, menu planning and production Managed business development and client relations. Ensured exemplary customer service. Developed staff schedules to meet service demands and control labor costs. Ordered inventory and supplies and implemented inventory control measures. Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees. Conducted performance reviews each quarter, offering praise and recommendations for improvement. Processed workman’s compensation forms and other medical documents. Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances. Performed office automation duties using such software applications as electronic mail, calendar, spreadsheet, MS Access database.

**Manager ARC of San Diego/MCRD** 09/2018-9//2019

Managed job skills program for 65 individuals with disabilities. Coached and developed clients in FOH and BOH operations. Trained staff in customer service, food safety and sanitation, HACCP guidelines, menu planning and production. Set up catering for special events, unit and installation functions. Managed business development and client relations. Performed office automation duties using such software applications as electronic mail, calendar, spreadsheet, MS Access database. Managed budget, scheduling and payroll operations. Developed staff schedules to meet service demands and control labor costs. Ordered inventory and supplies and implemented inventory control measures. Coordinated new hire orientations and provided onboarding and training for new employees. Managed budget, scheduling and payroll operations including review of timesheets and computing pay in accordance with FLSA. Conducted performance reviews each quarter, offering praise and recommendations for improvement. Processed workman’s compensation forms and other medical documents. Drafted and revised documents recorded and filed memorandums for record, employee performance reports, medical correspondence and safeguarded personal information. Generated comprehensive reports regarding incidents, events and important business matters. Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.

**Restaurant/General Manager Denny’s Chula Vista CA** 3//2015-8/2018

Routinely performed as General Manager of $1.2 M high-volume operation. Achieved financial objectives by reviewing annual budgets, scheduling expenditures, analyzing variances, and initiating corrective actions. Planned operations to meet established schedules, factoring in order demands and business forecasts. Set, enforced, and optimized internal policies to maintain efficiency and responsiveness to demands. Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional service. Tracked guest satisfaction surveys to recognize trends and create action plans for improving services. Monitored employee productivity and optimized procedures to reduce costs by 25% monthly. Accelerated efficiency of operations by controlling budgets, overseeing customer accounts, managing scheduling, and driving meetings. Achieved restaurant objectives in food costs, labor, sales, service, quality, appearance of restaurant and sanitation and cleanliness. Promoted exemplary customer service, safe food quality, restaurant cleanliness and sanitation. Managed budget, scheduling, and payroll operations. Oversaw operations serving 1000+ guests per shift. Trained and supervised staff of 34 personnel. Filled in as cook when needed. Prepared and served meals according to brand standards. Worked cash operations and trained cashiers. Controlled and monitored all beverage products, including purchasing, receiving, inventory, and cost management. Ensured all food and beverage were consistently prepared and served according to the restaurant’s specifications. Ensured all food & safety procedures are strictly adhered to according to sanitary regulations. Followed company policies and procedures regarding the handling of cash, property, products, and equipment. Conducted audits on inventory levels to ensure product availability, and order products, as necessary. Performed other tasks as assigned. restaurant and sanitation and cleanliness. Promoted exemplary customer service, safe food quality, restaurant cleanliness and sanitation Managed budget, scheduling, and payroll operations.

**Hospitality Operations Supervisor/ Manager USAF (US/EUROPE)** 12/1994 to 12/2014

Managed unit security clearance program, unit deployment program, quality assurance program, and oversaw two facilities. Managed $80K unit account, streamlined budget for multiple offices and purchased economic supplies. Achieved financial objectives by reviewing annual budgets, scheduling expenditures, analyzing variances, and initiating corrective actions. Planned operations to meet established schedules, factoring in order demands and business forecasts. Set, enforced, and optimized internal policies to maintain efficiency and responsiveness to demands. Led and supported change and promoted a positive team attitude, effectively responded to unexpected changes, and demands. Facilitated change management and buy in. Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional service. Tracked guest satisfaction surveys to recognize trends and create action plans for improving services. Accelerated efficiency of operations by controlling budgets, overseeing customer accounts, managing scheduling, and driving meetings. Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices. Analyzed and verified security clearance packages, reports, and other high priority correspondence for accuracy and compliance with USAF policies and procedures. Drafted and revised QAE SOW. Performed root cause analysis in deficient areas to identify and resolve central issues. Created and implemented strategies for improving operational efficiency and accuracy. Set, enforced, and optimized internal policies to maintain efficiency and responsiveness to demands. Evaluated suppliers by assessing quality, timeliness, and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency. Protected company assets from loss such as theft or damage by setting and enforcing effective security policies. Identified and resolved unauthorized, unsafe, or ineffective practices by inspecting production areas regularly. Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness. Maximized productivity and profitability by balancing sales and expenses. Established performance goals for employees and provided feedback on methods for reaching those milestones. Led associate focus groups and meetings to obtain suggestions, address concerns or issues and foster positive relations among team members and management.

**EDUCATION**

**ASSOCIATE OF APPLIED SCIENCE: Hospitality Management**

Community College of the Air Force Apr 2009

**BACHELOR OF SCIENCE: Legal Studies** Jul 2015

Kaplan University, Davenport, IA, USA

**MASTER OF SCIENCE: Organizational Leadership** May 2021

Southern New Hampshire University

**ServSafe Certified**  Exp. 8/29/2023

**REFERENCES**

**GFS Group 2191 S. El Camino Real Oceanside CA 92054 760-439-7500**

Mekiela Maple Mekiela.maple@gfsgroup.com 760-681-9549 Human Resources

Dante Serena Dante.serena@gfsgroup.com 760-439-7500 Project Manager

Taitana Beasley Tatiana.beasley@gfsgroup.com 760-439-7500 Payroll

**ARC of San Diego 3030 Market St. San Diego CA 92102 619-685-1175**

Tim Soper Tsoper@arc-sd.com 619-291-4077 Project Manager

Roberta Chavez Rchavez@arc-sd.com 619-291-4077 Manager

**Dennys 692 E St, Chula Vista, CA 91910 619-427-2156**

Joe Seanz Jseanz@dennys.com 619-427-2156 General Manager